



GOVERNMENT OF ODISHA  
HEALTH & FAMILY WELFARE DEPARTMENT

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No. HFW-MEII-COVID-0042-2020/ 12355 /H&F.W., Bhubaneswar, Dated 23-04-2021

From:

Shri P.K. Mohapatra, IAS  
Additional Chief Secretary to Government

To

All Collectors & DM,  
All Municipal Commissioners,  
All Dean & Principal, Govt. Medical Colleges  
All CDM & PHOs

**Sub : Adherence to the advisories communicated earlier vide Notification  
No. 21391 dtd. 22.09.2020 by H & FW Deptt. regarding set up of  
mandatory Help desk in all Covid-19 Facilities across State.**

Sir / Madam,

Keeping in view the resurgence of the 2<sup>nd</sup> wave of Covid-19 pandemic across the State, the Government have been pleased to reiterate the Advisories communicated earlier vide Notification No. 21391 dtd. 22.09.2020 by H & FW Deptt. regarding setting up of mandatory Help desk in all Covid-19 Facilities (Govt. & Pvt.) across State.

It is therefore requested to strictly follow the earlier advisories with immediate effect in order to ease the management of COVID facilities across the State.

Copy of the Notification No. 21391 dtd. 22.09.2020 by H & FW Deptt is enclosed herewith for kind reference.

Memo No- 12356 dated-

23/04/2021  
Additional Chief Secretary to Government

Copy forwarded to the MD, NHM, Odisha / DMET, Odisha / the Addl. DMET-cum-Chairman, Technical Committee, Covid-19 / DHS, Odsiha / DPH, Odisha for kind information and necessary action.

23/04/2021  
Deputy Secretary to Government

**GOVERNMENT OF ODISHA**  
**HEALTH & FAMILY WELFARE DEPARTMENT**

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**NOTIFICATION**

Bhubaneswar, Dated the *22nd Sept! 2020*

**Sub: Advisory for having mandatory Help Desk in all Covid -19 Treatment Facilities both in Government and Private.**

No. HFW-MEII-COVID-0042-2020/ *21391* /H&F.W. To mitigate the COVID19 pandemic Government have established good number of COVID treatment facilities across the State. Further, directions have been issued to the private hospitals to reserve 50% of the total general bed and 80 % of ICU in five Municipal Corporation area and 10 % of the total bed in case of other districts. In spite of the instructions for all COVID treatment facilities (both in Government and Private) to have a Help Desk to provide the information to their near and dear ones being treated in such COVID facilities, complaints are being received from the relatives of the patients as they are not getting any feedback on the status of the patients.

Now therefore after careful examination of the matter, Government have stipulated the following guidelines to be followed for establishing the dedicated Help Desk in each Covid-19 Facility with immediate effect.

**Guidelines for establishing Dedicated Help Desk:**

1. Each Covid-19 facility ( Both Government and Private) shall mandatorily establish a dedicated Help Desk to function 24 x 7.
2. The help desk must have a dedicated telephone preferably a toll free number.
3. The toll-free help line number of the help desk must be intimated to the State Level Authorized Officer i.e. Addl. DMET, Odisha ( Prof Dr Umakant Satpathy) Mob- 9437410842.
4. The toll-free numbers of all Covid-19 Facilities shall be widely notified to the public.
5. The help desk shall be manned with sufficient HR so as to attend all calls round the clock in shift manner.
6. The help desk apart from telephonic communication shall also use the social media like Whats App etc. to communicate the voice and pictures of the patient to the attendants of the patient.
7. A dedicated conference room may be set up at the outside of the Covid-19 Facility with provision of TV and Cameras which can be connected with CCTVs installed inside the facilities so that the attendant can see his patient and talk with him / her.
8. Steps shall be taken to collect and record the contact numbers of the patient at the time of admission and even if not inquired by the attendant of the patient, a general information of the condition of the patient shall be communicated as a

SMS or Whats App message to the attendant of the patient every day at least once.

9. The Authorized Medical Officer and the Authorized Person shall ensure the establishment of help desk within a limited time of one week and intimate the helpline number to the State Level Authorized Officer.
10. The AMO as well as AP shall also ensure the proper functioning of the help desk. In case of any complain regarding the non response of the help desk to the query / help needed over the telephone, the AMO / AP shall take necessary steps to respond to the call immediately.
11. For any violation of the above provisions and non-functioning of the help desk, necessary action as deemed fit shall be initiated against the erring hospital. Further as the compliance of the help desk is directly related to the overall satisfaction of the patient as well as the attendants, noncompliance of the same shall be seriously viewed and shall be considered as negligence in duty for the concerned patient and the claim of the hospital for the same patient shall be withheld. Such matter shall be decided by the Technical Committee after receiving a written complaint from the appellant and approval of Government.

The above directives shall be implemented with immediate effect.


By order of Governor

  
22/09/2020  
Additional Chief Secretary to Government

Memo No. 21392

Dated. 22.09.2020

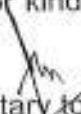
Copy forwarded to All Departments of Government / All Directors of H & FW Department / All Collectors & DMs / All Municipal Commissioners / All Dean & Principal of Medical College & Hospitals / All CDM & RHOs for information and necessary action.

  
22/09/2020  
Deputy Secretary to Government

Memo No. 21393

Dated. 22.09.2020

Copy forwarded to P.S to Addl. Chief Secretary for kind information of Addl. Chief Secretary.

  
22/09/2020  
Deputy Secretary to Government