



GOVERNMENT OF ODISHA
HEALTH & FAMILY WELFARE DEPARTMENT

NOTIFICATION

No. HFW-MEII-COVID-0042-2020/ 14810 /H&F.W., Bhubaneswar, Dated 16.05.2021

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

In continuation to this Department Notification No. HFW-MEII-COVID-0042-2020/ 21391/ H, Dtd. 22.09.2020, it is reiterated that 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 revised 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 (Dedicated Covid Care Centers or Dedicated Covid Health Centers or Dedicated Covid Hospitals) 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.
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. In this context it may be considered for engaging Volunteer groups, NGOs and CSOs in Help Desks who can support in managing the patients being admitted in the hospital effectively and facilitate better interaction between hospital staff and patients' attendants.
6. The Help Desk team shall also help in increasing awareness about the necessary safety precautions and follow of Covid appropriate behaviour,

amongst patients.

7. The NGOs can be asked to support in other activities at hospitals that facilitate the attendants grievance redressal and also help in their logistic requirements, such as helping with discharge, liaising with cremation and burial grounds etc
8. The help desk apart from telephonic communication shall also use the social media like WhatsApp etc. to communicate the voice and pictures of the patient to the attendants of the patient.
9. 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 in the inside of facilities so that the attendant can see his patient and talk with him / her.
10. Steps shall be taken to collect and record the contact numbers of the patient at the time of admission and even if not enquired by the attendant of the patient a general information of the condition of the patient shall be communicated as a SMS or WhatsApp message to the attendant of the patient every day at least once.
11. The Authorized Medical Officer and the Authorized Person shall ensure the establishment of help desk with in a weeks' time and intimate the helpline number to the State Level Authorized Officer.
12. The AMO as well as AP shall also ensure the proper functioning of the help desk. In case of any complain regarding the nonresponse of the help desk to the query / help needed over the telephone the AMO / AP shall take necessary steps to respond the call immediately.
13. For any violation of the above provisions and 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 patient and the payment of the hospital shall be withheld. Such matter shall be decided by the Technical Committee after receiving a written complaint from the appellant and approval of Government.

By Order of Governor,


15/05/2021
Additional Chief Secretary to Government

Memo No- 14811 dated- 16.05.2021

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.


15/05/2021
Deputy Secretary to Government