Introduction:
The Government has set up an inbound Medical Helpline for the convenience of the general public. This call center is functioning round the clock 24X7 hrs and in this helpline the services are available in three languages, viz. Punjabi, Hindi and English.

Background:
The Government has started 104 Medical Helpline call center from June 2014, for which the State Government has entered into an agreement with M/s Ziqitza Healthcare Limited Mumbai through tendering process only for three years. After successful completion of the tenure of three years again floated the tender for next three years. In this tender the successful bidder (L1) M/s Aryabhat Computers, Patna with consortium partner M/s HB Software Solutions India Pvt. Ltd., Gurugram, Haryana has taken the rights of this Medical Helpline 104 from September, 2017. The Call Centre has already been setup at SDH Kharar (Sahibzada Ajit Singh Nagar) & this Medical Helpline can be availed 24x7 hrs free of cost to all the citizens in the State of Punjab from anywhere by dialing no.104 from any Landline or Mobile phone.

The aim is to provide information or advice for health related services to general public about queries in the following areas:

1. Information Directory for tracking health services providers/institutions, diagnostic services, hospitals etc.
2. Complaint Registration about person/institution relating to deficiency of services, negligence, corruption, etc. in government healthcare institutions.
3. Advice on long term ill conditions like diabetes, heart issues etc.
4. Response to health scares and other localized epidemics.
5. Counseling and advice (stress, depression, anxiety, post-trauma recovery, HIV, AIDS, RTI, STI etc.)
6. Health and symptoms checker (initial assessment, flu advice, pregnancy related information etc)
7. First aid information and advice.
8. Any other health related services/issues.

Current Status:
Currently this helpline is having 10 seats. Each seat is expected to take approximately 300 calls per day.

Nodal Officers:
Er. Manoj Modi,
Bio Medical Engineer, Punjab Health Systems Corporation, Mohali
Contact No. 8872449555

Contd...2..
Achievement:

Dash Board

<table>
<thead>
<tr>
<th>Call Details Dashboard</th>
<th>1st September 2017 – 31st March 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints</td>
<td>1895</td>
</tr>
<tr>
<td>Counseling Cases</td>
<td>71</td>
</tr>
<tr>
<td>Information</td>
<td>44227</td>
</tr>
<tr>
<td>Medical Advice</td>
<td>3009</td>
</tr>
<tr>
<td>Suggestion</td>
<td>38</td>
</tr>
<tr>
<td>Call diverted to 108 helpline</td>
<td>257</td>
</tr>
<tr>
<td><strong>Total Inbound - Relevant Calls</strong></td>
<td><strong>49497</strong></td>
</tr>
<tr>
<td>Non Relevant Calls</td>
<td>69547</td>
</tr>
<tr>
<td><strong>Outbound Calls</strong></td>
<td>38110</td>
</tr>
<tr>
<td><strong>Total Calls Inbound and Outbound</strong></td>
<td><strong>157154</strong></td>
</tr>
</tbody>
</table>

Photographs:

Contd..3..
Medical helpline comes to rescue of patient

Tribune News Service

LUDHIANA, MAY 15

Medical helpline 104 came to the rescue of a patient who was admitted at Civil Hospital and was not able to get blood.

Himmat Thakur called up 104 and lodged a complaint against the staff of Civil Hospital, Ludhiana. As per complainant, his wife Madhu was pregnant and admitted to the ESI Hospital, Ludhiana and required A(+) blood urgently. He rushed her to the Civil Hospital, Ludhiana. But the laboratory staff of the hospital denied providing blood.

Complainant added that he waited for long time. Himmat Thakur lodged complaint at 104 Medical Helpline to the concerned Senior Medical Officer, Civil Hospital, Ludhiana. SMO assured of intervention and promised to look into the matter on priority basis. The matter was followed-up and the blood was provided to him by hospital staff immediately after the complaint.

Contd...
Other Department/Partners: National Health Mission, Punjab is providing financial support in the programme.