

Ekal Arogya Helpline



A helpline for COVID-19 care, vaccine information & general illnesses

Project implemented in: May 2021 | Project status: Inactive | Case study published on: Aug 3, 2022

About Arogya Foundation of India (AFI) is a non-profit organization. Its aim is to provide health access to the poor in tribal and rural villages in India, under the umbrella of Ekal Abhiyan. Ekal Arogya is a constituent of Ekal Abhiyan to provide preventive urban-based free health care services to the people of remote areas through telemedicine and mobile medical unit for eye care services.

Ekal Abhiyan is a non-profit organization on a mission to bring basic education to every child across rural India. Ekal believes that the best way to fulfill its mission is to encourage people across the world to embrace its cause. Ekal is active in more than 10 countries around the globe.

Ekal Arogya Helpline

The COVID-19 pandemic had a devastating effect on citizens across the country. People in rural areas were hesitant to visit government facilities because they feared being tested positive and quarantined.

When the vaccine was rolled out, there were hesitancy and misconceptions due to the lack of proper information about the vaccine. Most people went to uncertified "doctors," where they did not receive evidence-based consultation. The rural population lacked access to reliable sources of healthcare information.

The Ekal Arogya Helpline provided people with much-needed access to quality medical care and reliable information resources regarding Covid-19 and the vaccines. It is an easy and thoughtful healthcare delivery approach that delivers essential healthcare resources based on local needs.

Geographic coverage: Pan India

Implementing org - Arogya Foundation of India

Funders - Ekal Abhiyan

Technical support - Intelehealth

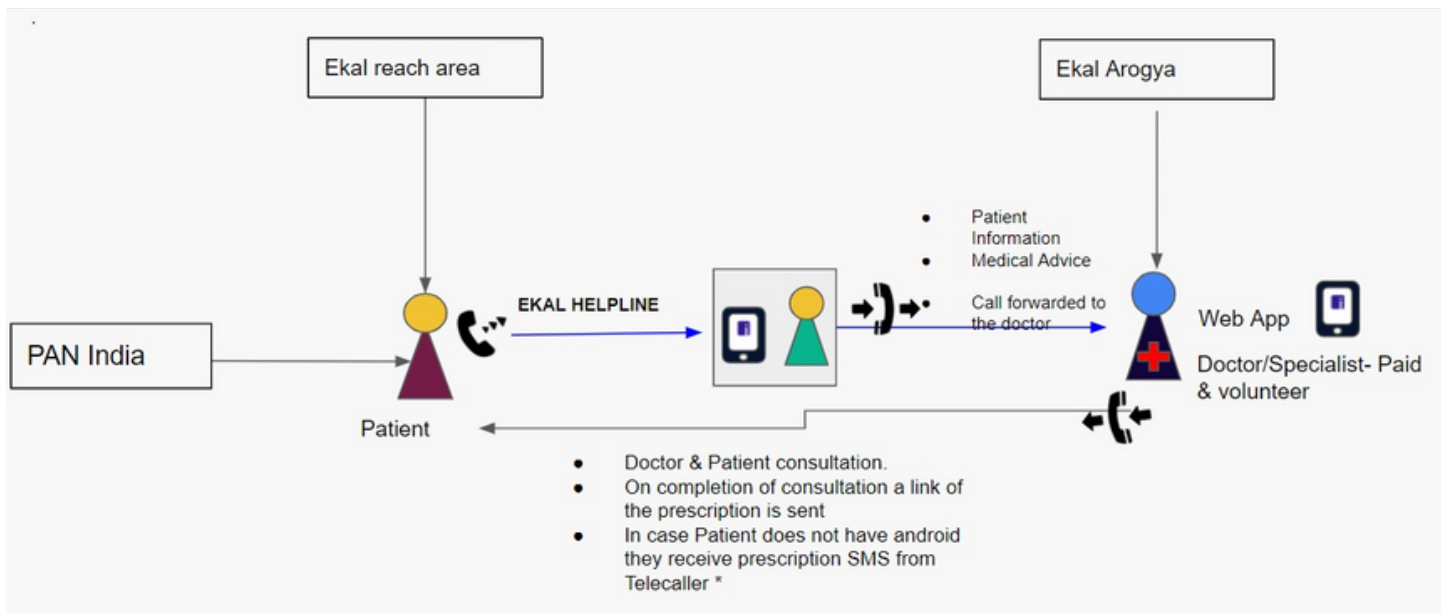
This helpline is available in 10 languages and enables patients, even the ones with basic phones, too:

- Call the helpline in their local language
- Get immediate resolution and advice from trained Karyakartas (Tele-callers), who connect patients to backend doctors as and when needed.

The goal is to reach tribal populations with a particular focus on COVID -19 patients:

- To provide home-based treatment to COVID - 19 patients during in-home quarantine
- To triage and provide treatment regimen for suspected COVID-19 cases
- To advise patients for preventative care and vaccinations

Implementation Model - Direct-to-patient helpline



Key Impact

- **Teleconsultation - 1,404**
- **Health workers supported - 511**
- **Doctors supported - 43**
- **States - 25**
- **Patients registered - 2,384**
- **Languages - 10**

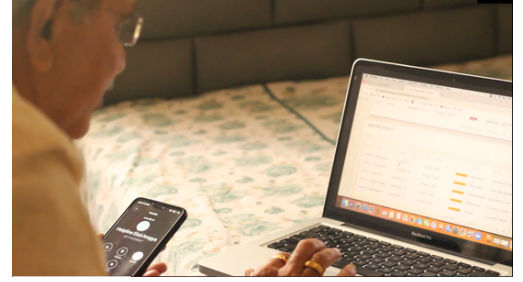
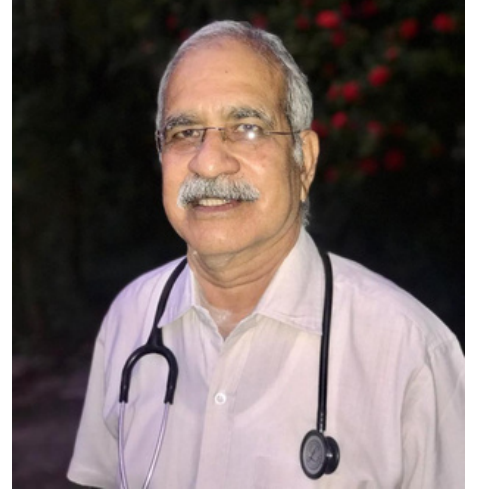
*data as of April 2022

Success Story

I am the National President of Ekal Arogya Yojna and currently serving as a volunteer doctor with Intelheath on the Ekal Arogya Helpline project. This helpline is a great initiative for people who need consultation on COVID-19, vaccine information and general illnesses in multiple languages. As I am based in Gujarat, I have attended to Hindi, Gujarati and English-speaking callers. I have been volunteering on this project for the past 1 and a half months and have attended around 100 calls. I am attending to patients with issues related to covid symptoms, post covid care, and vaccine-related information. I have advised patients who showed COVID symptoms to do necessary tests and advised home quarantine patients to move to a hospital for immediate treatment whose oxygen levels had dropped.

One of the many calls I attended was from a mother with a 10 months old baby with heart issues (Atrial Septal Defect). The helpless family narrated their fear and worried about how they ran pillar to post, visiting multiple hospitals for opinions, but they were not satisfied with the doctor's suggestions. Around the same time, they heard about the Ekal Arogya helpline and contacted us. I was the remote doctor attending to this family as they expressed their worry about the baby's health issues. I comforted them, patiently explained the accurate diagnosis, and suggested that the baby be operated on to avoid further complications. I also referred them to municipal hospitals in Patna and Ranchi for the best treatment. The family was convinced and agreed to visit one of the hospitals for further treatment. I will be following up with the family for any additional help needed.

"I feel satisfied as a doctor when the patient's family is convinced with my diagnosis and the case moves further. I appreciate the efforts of team Intelheath for this amazing, innovative doctors app that is helping so many patients at no cost. The app training was flawless, and I found it very simple to use. The team has always been there to support me whenever I have any problems in using the app. I also feel that such helplines will help retired and senior doctors who cannot travel to hospitals and clinics for consultation. They can use this helpline from the confines of their homes to attend to patients, especially those in rural areas that need immediate attention, and avoid burdening primary and tertiary hospitals."



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