



MSF Arogya Bharat



A free COVID care helpline for those infected with COVID-19

Implementation started: August 2021 (Pan India) | Project status: Active | Case study published on:

Doctors Without Borders/ Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organization that delivers emergency aid to people affected by armed conflict, epidemics, natural disasters, and exclusion from healthcare. Médecins Sans Frontières is one of the leading international medical relief organizations working in more than 70 countries worldwide and with operational centres and national offices in 19 countries. Their operational areas are where there is no medical infrastructure or where the existing medical infrastructure cannot withstand the pressure to which it is being subjected.

MSF Arogya Bharat is a COVID-19 Telemedicine Helpline that provides teleconsultation for COVID-19, information relating to COVID-19, vaccination, follow-up consultations and mental health support.

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During the Covid-19 surge, the entire nation was under lock down and patients could not reach doctors. There was a state of panic and people were helpless. Looking into the situation MSF launched the telemedicine service to tackle COVID-19 cases in the country and to provide immediate care to those who were affected.

The helpline ensured that the patients were able to get medical assistance from certified nurses and registered medical doctors through telephonic consultations, with a key aim to reduce the burden on hospital visits and save patient's travel time and money. MSF provides follow-up care and guidance on COVID-19 and vaccine related information.

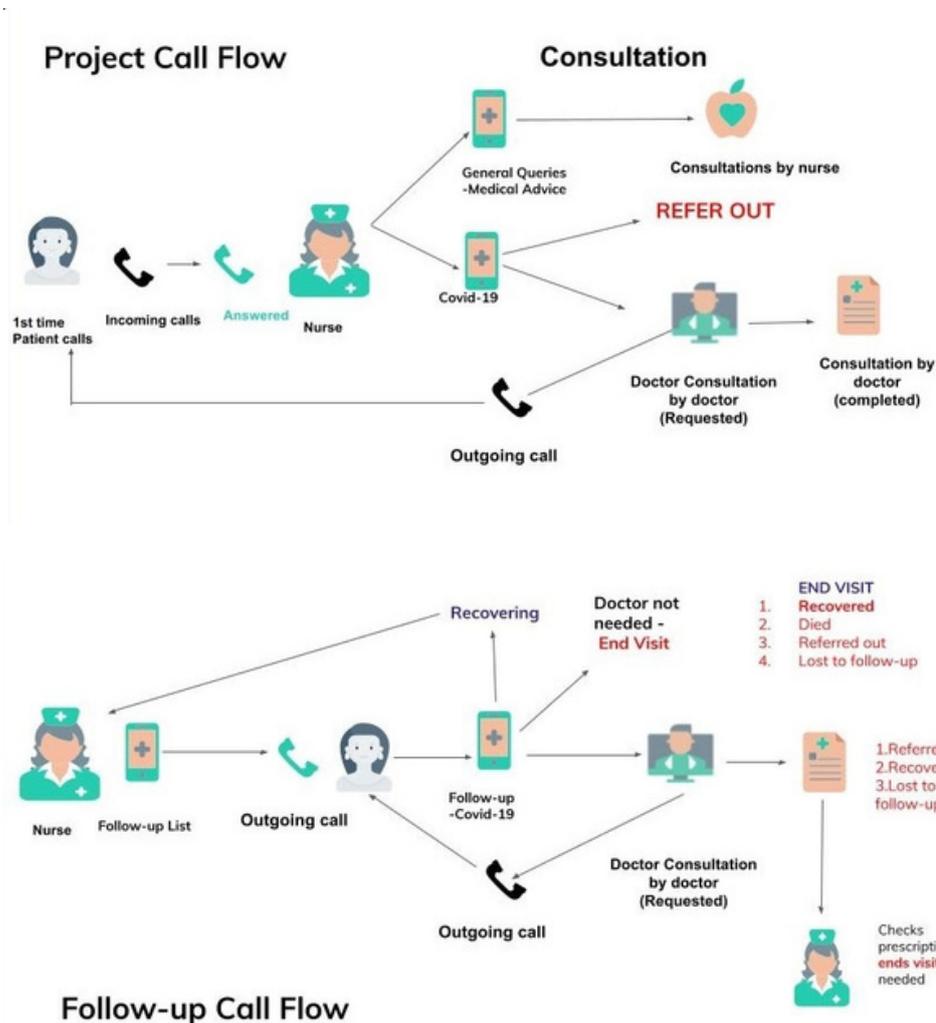
Geographic coverage: Pan India

Implementing org - MSF India

Funders - MSF India

Technical support - Intelehealth

Implementation Model - Direct-to-patient helpline



Project Call flow: The patient calls the MSF Arogya Bharat Helpline number where the nurse picks up the call. The nurse provides consultation if the patient has called for a general query or medical advice relating to COVID-19. But for COVID 19 cases the nurse either connects the call to the doctor or refers out. The doctor further talks to the patient and provides a prescription.

Follow-up Call flow: Some COVID 19 cases need further follow-up. The nurse follows up with the patient from the follow-up list. If the patient has recovered, the nurse then ends the visit. The Nurse will also end the visit under three circumstances: 1) Patient referred out 2) Patient died 3) Patient lost to follow up. But if the patient needs further consultation with the doctor, the nurse again connects the call to a doctor and the doctor forwards the prescription to the nurse. The nurse further checks the prescription or ends the visit as per the situation of the patient.

Outcome & Results

Preliminary impact reported - Till December 2021

- **311 patients** registered and **205 followed up**.
- **706 calls** were answered.
- **273 consultations** were completed by the doctors and **188 consultations** were completed by the nurses.
- **136 follow-up** visits were requested and 100% of the follow up visits of the patients were completed.
- Gender wise patient distribution: **226 male and 85 female**
- Prescription provided to the patients- **273 (100%)**



For more details contact
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