



MSF Arogya Bharat



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

Project implemented in: August 2021 (Pan India) | Project status: Inactive | Case study published on: Aug 03, 2022

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, with operational centres and national offices in 19 countries. Their operational areas are where no medical infrastructure or the existing medical infrastructure cannot withstand the pressure to which it is being subjected.

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Fear, helplessness, disconnect, and instability rose with the COVID-19 pandemic. The lockdowns and restrictions imposed with each wave made it difficult for people infected by COVID-19, especially those isolated at home, to connect with doctors or get proper treatment.

To respond to this crisis, MSF India launched MSF Arogya Bharat Helpline, powered by Intelehealth, to facilitate telemedicine services to combat COVID-19 in the country and give immediate and follow-up care to people who were affected.

The 24x7 helpline ensured that patients could get medical help from certified nurses and registered medical doctors via telephonic consultations, to reduce hospital visits and save patients' time and money.

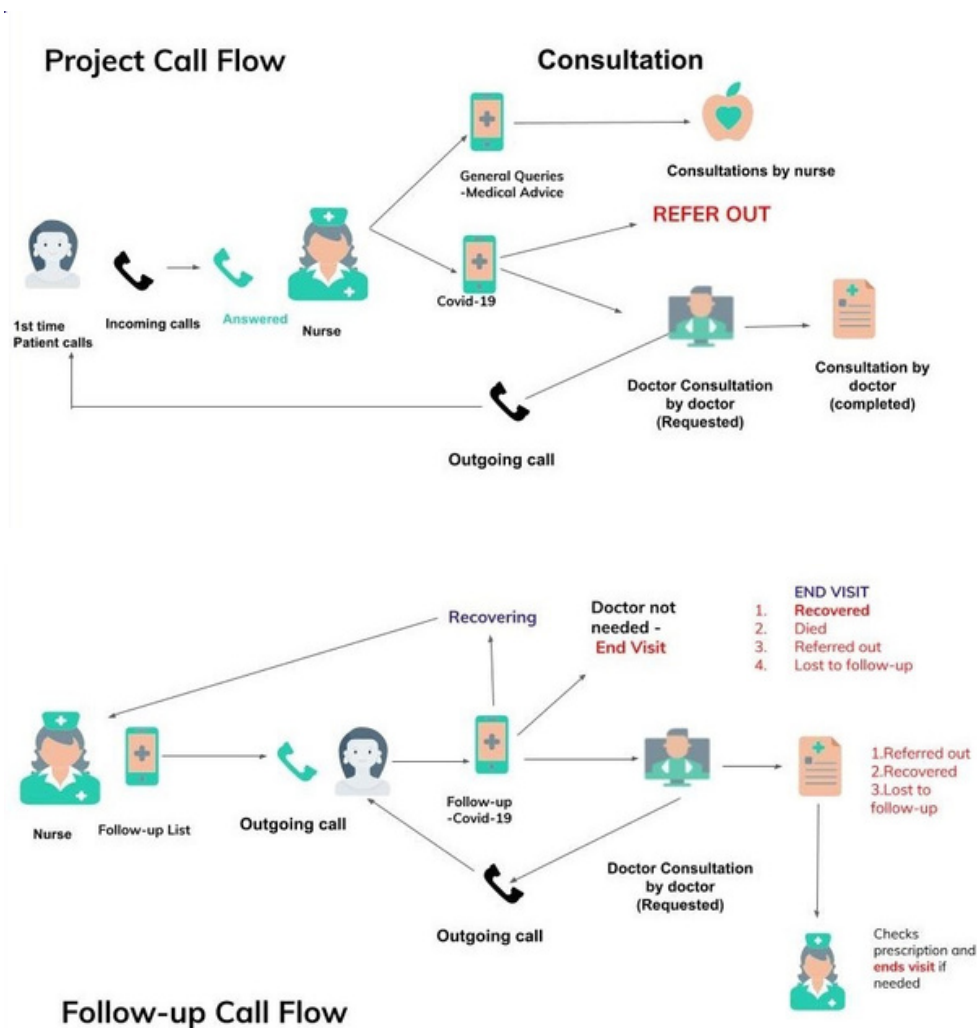
Geographic coverage: Pan India

Implementing org - MSF India

Funders - MSF India

Tech 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 per the patient's situation.

Key Impact

- Health service consultations - 1,947
- Teleconsultation - 586
- Doctors supported - 11
- Nurses supported - 5
- Patients registered - 333
- Pan India

*data as of June 2022



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