



निष्ठा स्वास्थ्य संपर्क

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NISHTHA Swasthya Sampark



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

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After recovering from acute COVID 19 infection, the patients continued to report various post- COVID ailments like physical deconditioning, muscle weakness, fatigue, and pain. Many patients had several complications in different clinical domains, resulting from a thrombotic event (such as ischemic heart disease) or an immune-mediated reaction (such as Guillain-Barré syndrome), etc. Mental health disorders like anxiety, depression, and problems with concentration, memory, and self-confidence were also a few symptoms the patients had post-COVID recovery. Patients were apprehensive about seeking medical care as they were unaware of post-Covid-19 complications but did not have the correct information on post-Covid-19 care. They also did not have access to healthcare services as healthcare services were busy with Covid-19 patients. Hence the need to establish a helpline to provide telemedicine-based health services to the COVID recovered patients was felt.

Jhpiego is a nonprofit global leader in the creation and delivery of transformative health care solutions for the developing world. Their aim is to revolutionize health care for the planet's most disadvantaged people.

NISHTHA Swasthya Sampark

- Provide information about post-COVID-19 recovery to patients discharged from civil hospitals and home quarantine in select districts in Jharkhand, Madhya Pradesh, and Sikkim within 1 month of discharge.
- To provide post-COVID-19 patients with information about symptoms to look out for and prompt their health-seeking behaviour.
- To provide telemedicine-based health services to patients needing post-COVID-19 recovery services for a wide range of physiological and psychological issues from a pool of telemedicine specialists.
- To direct patients to the right referral center as needed
- To provide post-COVID-19 patients with evidence-based information
- To address mental health issues and create a positive mindset on their road to recovery

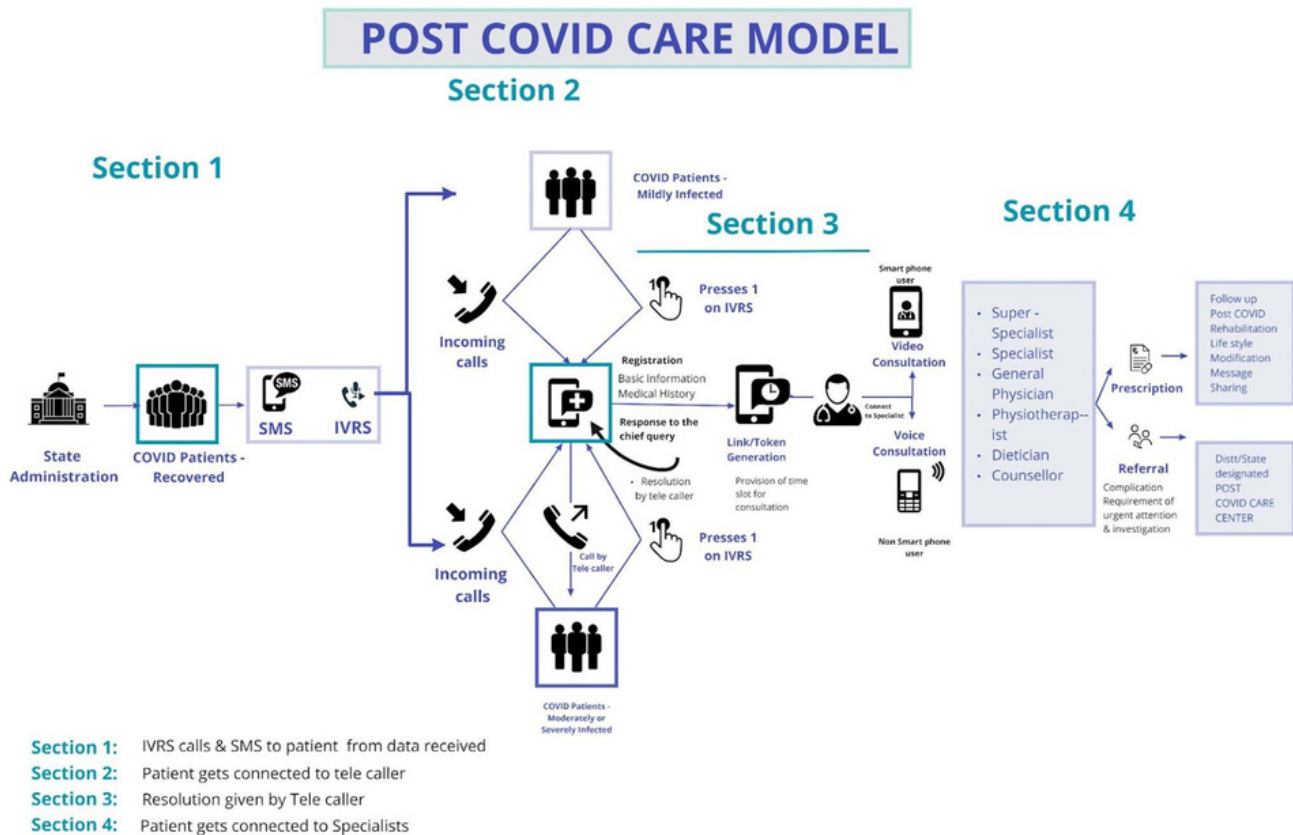
Geographic coverage: Jharkhand, Madhya Pradesh and Sikkim

Funders - Jhpiego under the project NISHTHA

Implementing org - IntelHealth

Arogya Foundation of India provided doctors and TRIF was our Advocacy partner.

Implementation Model - Direct-to-patient helpline



How does the model work?

- Data of COVID-infected patients are obtained by Jhpeigo and forwarded to Intelhealth.
- Program Manager sorts and divides the data between the telecaller doctors available to make the outbound calls to covid recovered patients.
- Telecaller doctors call every single patient assigned to them and enquire about any symptoms about post covid and record it in Swasthya Sampark mobile app.
- At level one, telecaller doctors help the patients by providing essential advice such as vaccination guidance, dietary guidance, mental health, exercise, etc.
- Depending upon the severity of the cases, telecaller doctors even refer specialists for their advice. In such cases, a detailed history is recorded in the mobile app.
- Specialty doctors call(video/ voice) the patients via Webapp and provide necessary guidance. Prescription is sent via Webapp itself.
- The Project Manager also sensitizes all patients about the helpline service by sending robocalls and SMS. This also drives traffic to inbound calls.

Key Impact

- Health service consultations - 9,181
- Teleconsultation - 4,903
- Doctors supported - 17
- Cases were referred to a specialist - 1,163
- Patients registered - 4,765
- Specialties - 11
- Districts - 11
- States - 3

*data as of June 2022

Success Story

I contracted COVID-19 during the second wave; however, my symptoms were mild. As was the norm then, I had to isolate myself at home in my small village in Palamu district, Jharkhand. Home isolation was challenging as I was away from my family while also managing household chores and cooking for myself. Being alone was only making me feel all the sicker. I had severe stomach aches, chest pain, excess sweating, and gastro issues during my isolation. Due to the lack of doctors in the village, I had spoken to a few doctors whose details I got thru references; however, their medication didn't work.



I felt all the more isolated, which took a toll on my mental health. I then looked for COVID-19 care-related helpline numbers when I came across NISHTHA Swasthya Sampark helpline that provided free teleconsultation by a remote doctor. I immediately called the helpline and I was connected to a remote doctor. The doctor queried about my name, address, age, and the health issues I was facing and carried out a thorough diagnosis. The doctor suggested some exercises and asked me to drink plenty of water, eat nutritious food and meditate.

I began following the doctor's advice. What amazed me through this entire process was receiving multiple follow-up calls from the NISHTHA Swasthya Sampark helpline, checking on my health and well-being. Seeing the rising number of infections and deaths of young and old couples isolated, I feared for my life. But with this helpline, I was relieved and received immense support from the NISHTHA Swasthya Helpline team. It felt like a family member checking on my health status, which helped me recover soon.

"I thank all those involved in launching the NISHTHA Swasthya Sampark helpline for this excellent initiative and for helping people in isolation. I feel much better today. They were there for me when I needed emotional support the most."

For more details contact

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