



# निष्ठा स्वास्थ्य संपर्क पोस्ट कोविड हेल्पलाइन नंबर



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**Swasthya Sampark Helpline**



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

Implementation started: 15th June 2022- 30 November & 18th Jan 2022 till date | Project status: Active | Case study published on: Feb 07, 2022

*Intelehealth is a not for profit, tech for impact organisation, delivering quality healthcare services where there is no doctor or health care professional. Intelehealth supports the front line workers to connect with the doctor who is located at a remote location, and provide service to the patient. A team of engineers, doctors and public health professionals with a mission to deliver the best possible health care solution where there is no doctor. Intelehealth has executed projects in multiple countries like India, the Philippines, Kyrgyzstan, Syria and Haiti.*

*After recovering from acute COVID 19 infection the patients continued to report various post COVID ailments like physical deconditioning and muscle weakness, fatigue, 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 few symptoms which the patients had post COVID recovery. Patients were apprehensive to seek medical care as they were unaware of post-Covid-19 complications but did not have right information on post Covid-19 care. They also did not have access to health care services as health care services were busy with Covid-19 patients. Hence the need to establish a helpline to provide telemedicine based health service to the COVID recovered patient, was felt.*

### **Swasthya Sampark Helpline**

- Provide information about post-COVID-19 recovery to patients discharge 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

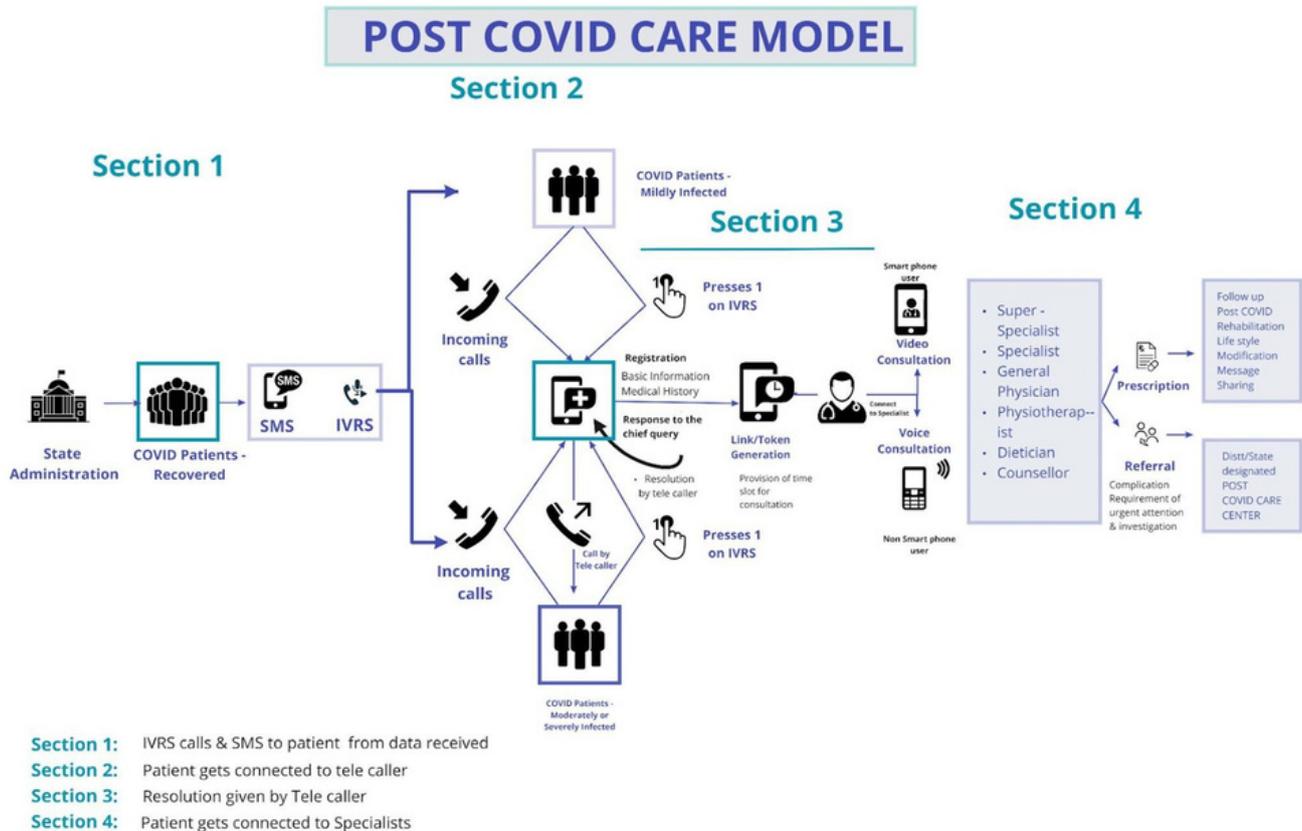
**Geographic coverage:** Jharkhand, Madhya Pradesh and Sikkim

**Funders -** Jhpiego under the project Nishtha

**Implementing org -** Intelehealth

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 pertaining to post covid and record it in Swasthya Sampark mobile app.
- At level one, telecaller doctors help the patients by providing basic advice such as vaccination guidance, dietary guidance, mental health, exercise etc.
- Depending upon the severity of the cases, telecaller doctors even refer to specialist doctors for their advice. In such cases, a detailed history is recorded in the mobile app itself.
- Speciality doctors call(video/ voice) the patients via Webapp and provide required guidance. Prescription is sent via Webapp itself.
- The Project Manager also sensitizes all patients about the service of the helpline by sending robo calls and SMS. This also drives traffic to inbound calls.

# Outcome & Results

Preliminary impact reported - **Till January 2022**

- **47393 IVRS calls** were initiated to the covid recovered patients.
- **1710 teleconsultations** were done and out of these 1710 teleconsultations, 549 cases were referred to the specialist. Out of these 549 referred to specialist cases, 492 cases got teleconsultations. The others either did not pick up the call/ lost to follow up or were dead.

## Success Story

I contracted COVID-19 during the second wave, however, my symptoms were mild. As was the norm prevalent at that time, 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 whilst also managing household chores and cooking for myself. Being alone was only making me feel all the sicker. During my isolation, I had severe stomach aches, chest pain, excess sweating, and gastro issues. 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 and it took a toll on my mental health. I then decided to look 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 a couple of exercises, asked 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 that I received multiple follow-up calls from the NISHTHA Swasthya Sampark helpline checking on my health status and my well-being. Seeing the rising number of infections, deaths of young and old couples with being isolated, I feared for my life. But with this helpline, I was totally relieved and received immense support from the NISHTHA Swasthya Helpline team. It just 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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