

104 Sevakendram – Standard Operating Procedures

INTRODUCTION

The State Govt. launched 104-Health Information Helpline as one of the Major initiatives in the year 2006 – 2007. It was implemented as PPP Model. Satyam Foundation /HMRI identified as Nodal Agency and signed an MOU to Establish, Operationalize and Manage. Period of Implementation under HMRI is from 2006-2011. The Govt. has terminated contract with HMRI on 30-09-2011 and entrusted the Responsibility of managing 104 to Aarogyasri Trust. The Trust has Re-established the centre at KOTI and renamed as 104SevaKendram w.e.f. 1-10-2011 by taking necessary steps on Top Priority basis in Phase wise manner. Manpower is deployed through TPA. From 01-01-2012, 104 is running 24 X 7 Round the clock.

104 sevakendram is Health information helpline for patients and beneficiaries.

OBJECTIVE:

- To provide Non-Emergency Health Advice and Guidance related to any Medical & Health care services.
- Counseling services.
- To provide Directory Information of Health Care institutions & related subjects.
- To Register Complaints relating to Service Deficiency, Negligence, Corruption, etc.
- Reporting of any Outbreaks of the Diseases.
- Complaints against food facilities as per Food standards Act.
- To Monitor Major schemes i.e., 108 Services, Aarogyasri, etc.

Dial 104 → Press 2 for Telangana State

104 SEVAKENDRAM: It is a Toll Free Number setup by Govt. under Aarogyasri Health Care Trust, to facilitate the following services.

Health/Medical

Advice:

When the patient is ill and requires assistance then medical advice is rendered. Depending on the patient's category, symptoms are available. One symptom from the list is selected. Questionnaire with respect to the symptom is populated. Caller is quizzed with this questionnaire to conclude on the severity of the ailment. After elucidating all the information health advisor concludes and gives away dos and don'ts to the patient. On request call may be transferred to higher authority (Medical Officer) for betterment of service.

Counseling Service:

When the patient is under stress and requires to be counseled then counseling service is rendered. Depending on the information provided, clinching symptom is selected and appropriately advocated. On request call may be transferred to higher authority for betterment of service.

Directory**Information:**

Caller may be looking for nearest available hospital or institution. In this case caller provides the district, MANDAL and village details and requests for the availability and address of the institution. Health Advisor enter the details provided by the callers to the system and provides the information on the nearest available hospital or institution.

Complaint Registry:

Caller may be aggrieved by any of the elements involved in health service and may thus want to file in a complaint. In this case location of the health care center and details of the person / institution on which complaint is being filed are given to the health advisor. Health advisor feeds in the details and a request gets created in the work list. This work list is handled by the grievance department and the grievance department further processes the complaints for resolution.

Aarogyasri**Information:**

Caller may be in need of general information pertaining to AAROGYASRI. ICT tool presents all the frequently asked questions and appropriate answers at health advisor's disposal. Availing this pool of data caller is guided.

SERVICES PROVIDED :

