

**GOVERNMENT OF ANDHRA PRADESH
HEALTH, MEDICAL & FAMILY WELFARE DEPARTMENT**

Order No.103/COVID-19/2021

Dated: 22.04.2021

COVID Instant Order-103

Sub: HMFWD-COVID-19-Duties of Help Desk Managers (HDMs) of the Notified Covid Hospitals in the State – Revised Orders – Issued.

Ref: 1.Covid Instant order -67, Dated: 17.07.2020
2. Covid Instant order -72, Dated: 31.07.2020

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In view of the Covid Pandemic in the State, orders were issued in the ref. 1st cited, to appoint Help Desk Managers to the notified covid hospitals in the State and vide ref. 2nd cited, certain duties were assigned to the Help Desk Managers of the Covid Hospital.

In view of the request of several Joint Collectors, Nodal Officers and other officials the orders issued earlier are herewith reiterated for strict compliance with immediate effect to strengthen the Covid Hospitals for effective utilization of services and to render proper treatment to the patients in the State.

Appointment of Help Desk Managers to the Notified Covid Hospital:

Joint Collectors shall appoint Help Desk Managers@ the rate of One HDM per shift totalling to 3 Help Desk Manager per Hospital (8 hours shift) to all the Covid Hospitals immediately on notifying a COVID Hospital.

The remuneration of the Help Desk Managers shall be paid by the DM&HO on obtaining attendance from the Nodal Officer.

Duties of Help Desk Managers (HDMs):-

They shall be available at the help desk at all point of time during their shift duty.

They shall update display board from time to time every two hours. They shall update the same online also.

They shall see that the Covid patients are admitted immediately after arriving at the hospital. If the beds are not available in that hospital they

shall arrange transport and to send to the near by hospital duly intimating HDM of that hospital.

They shall see that necessary tests are administered to the patient immediately after admission.

They shall obtain the information of the vitals and investigation reports of the patients from the hospital authorities and to update immediately in the web portal.

They shall attend the phone calls about the health condition of the patients and to give proper reply to the patient's relatives.

They shall assist the Nodal Officer in proper monitoring of the hospital activities.

They shall obey all the instruction of the Nodal Officer.

These orders are issued for strict compliance and any deviation will be viewed seriously.



Principal Secretary to the Government

To

The All Collectors and District Magistrates in State for Immediate action.
The all Joint Collectors and Addl. District Magistrates (Development) for necessary action.

All the DM&HOs in the State for necessary action and implementation.

All the Nodal Officers of the Notified Covid Hospitals in the State.

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