

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

Order No.67/ COVID-19/2020.

Date:17.07.2020

COVID INSTANT ORDER-67

Sub: HMFWD – setting up of Help Desk at COVID Hospital and COVID Care Centers (CCC)-to provide information – Orders - Issued

As the cases are raising and there are more patients in the hospital a robust information dissemination system has to be put in place for informing the citizens about the availability of the beds in Hospitals and Covid Care Centers. At the same time, when patients are admitted in the hospitals and COVID Care Centers it is also essential to inform the relatives of the patients regarding the condition of the patients. Hence, it is mandatory that a Help Desk is put up at all the COVID Hospitals and CCCs where relatives of the patients can avail information regarding their relatives. This help desk will be operating from 8 AM to 10 PM and shall be located within the Hospital/CCC premises at the entrance of the ward/building.

The help desk will ascertain information from the concerned hospital superintendent/duty doctor/CCC incharge as the case may be regarding the admissions, discharges or any deaths and update the same in the MSS portal. They shall disseminate this information to the patients relatives when approached.

A telephone facility may also be provided with connectivity into the ward/building so that the personnel manning the helpdesk communicates with the duty doctor of the ward/incharge of CCC to ascertain such information. The helpdesk personnel shall also ensure status of the health of the patients can be shared with the relatives when asked.

Another telephone line may be provided and the number may be advertised well, so that the patients relatives can call up that number to ascertain the health status of their relatives. Both the above phone connections shall be landlines.

The District Collectors may immediately operationalize the above orders and intimate the names of the help desk personnel and the telephone number setup for public to call in the below mentioned proforma.

Sl. No.	District	Name of the Hospital	City / Town	Name(S) of the help desk personnel	Landline Number setup for enquiries of relatives
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Sl. No.	District	Name of the COVID Care Center	City / Town	Name(S) of the help desk personnel	Landline Number setup for enquiries of relatives
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Spl. Chief Secretary to Govt.

To
All the Collector & District Magistrates
All the DM&HOs in the State