

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

Order No.68/ COVID-19/2020,

Date:17.07.2020

COVID INSTANT ORDER-68

Sub: HMFWD – strengthening of District 104 Call Center – Orders –
Issued.

It has been decided to Strengthen the existing 104 call center to cater to the information related to the COVID-19. The Call center would also act as action center for different actions related to the COVID-19 pandemic. Calls received in 104 will be divided into COVID and Non COVID.

The COVID related issues will be auto directed to the COVID division of the Call Center upon receiving any call regarding COVID.

Directions for COVID Call Center :

1. Call Center Executives shall provide information viz., the nearest COVID testing center, the status of their COVID test and the availability of beds in hospitals or COVID Care Centers.
2. If a person calls up for diagnosis whether he/she is COVID Positive or not the call will be attended by a doctor to conduct tele consultation and diagnose whether he / she should be tested. Once the decision is made the test request shall be raised and sent to the nearest testing center as a ticket, and the same shall be informed to the district call center to persue this ticket and it shall be closed only after test sample is taken.
3. When a person calls requesting for a test, the same shall be attended by a doctor and based on tele consultation he shall determine whether the test is required and after the decision to test is taken, the test request is raised and sent to the nearest testing center and district call center and pursued till the test sample is taken
4. When a person calls up for admission into a Hospital or a COVID Care Center, the call center will determine whether person is positive or not and the doctor will conduct tele consultation and take a decision on Hospital or CCC admission and an admission request will be raised and sent as a ticket to the district call center and pursued till he/she is admitted.
5. When a positive person calls up saying that he does not know what to do next, he/she shall be counselled on the further steps of treatment. Further a ticket shall be raised for him to be transported

to the nearest triaging center and shall be pursued till he is triaged and sent to the facility decided at the triaging center.

For the above to function smoothly, the district call centers have to be activated fully with dedicated phone lines and placement of manpower. The district call centers shall function on a 24 X 7 basis in three shifts 8 AM to 4 PM, 4 PM to 12 PM and 12 PM to 8 AM with 5 persons in each shift. They shall receive the calls from the central 104 call centers and interact with the hospital superintendents and CCC center incharges for admissions. They shall also interact with the Medical Officers and other hospital superintendents for collecting their swabs.

They shall also interact with the transportation nodal officers for picking up positive persons from their residences for triaging.

For this sufficient number of vehicles shall be deployed in the districts in decentralized manner for picking up people and to be brought to triaging centers.

District Collectors shall organize the above in the districts immediately to make 104 more effective and ensure the grievances from suspected / positive persons is to be redressed immediately.



Spl. Chief Secretary to Govt.

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