



Letter No: UKHFWS/NHM/COVID-19/2020/ 1381

Dated: 19 September, 2020

To,

1. All District Magistrate,
Uttarakhand
2. All Chief Medical Officer,
Uttarakhand.

Subject: Regarding Standard Operating procedures for establishing control room for monitoring home isolated COVID-19 patients.

Dear All,

Please take reference of Standard Operating procedures for establishing control room for monitoring home isolated COVID-19 patients (enclosed). You are requested to follow the above standard operating procedure with immediate effect.

Kindly take necessary action.

Enclosed: as above.

Thanking You

(Sonika) IAS
Mission Director
National Health Mission

Letter No: UKHFWS/NHM/COVID-19/2020/ 1382

Copy to following for information:

1. Secretary, Medical Health and Family Welfare, Govt. of Uttarakhand.
2. Secretary (Incharge), Medical Health and Family Welfare, Govt. of Uttarakhand.
3. Director General, Medical Health and Family Welfare, Uttarakhand.
4. Director, Medical Education, Uttarakhand.
5. Chief Operation Officer, State COVID-19 Control Room, Uttarakhand.
6. Officer Incharge, IDSP, National Health Mission Uttarakhand.

Mission Director
National Health Mission

Standard operating procedures for establishing control room for monitoring home isolated covid-19 patients

As we are aware that covid-19 infection transmission is increasing day by day and Uttarakhand state is being continuously affected by the infection like other states. A major proportion of covid-19 patients is actually asymptomatic and they are allowed for a specific period of home isolation.

Even if the home isolated patient is asymptomatic, they are active covid-19 patient. The health conditions of these patients need to be monitored regularly as their health condition may aggravate anytime. The home isolated patients may require any time the medical advice and Hospital care based on their clinical condition. It is essential to monitor basic health parameters of home isolated patients to ascertain any patient-specific danger alert signal.

Based on current covid-19 scenario it is expected that the number of home isolated patients will increase day by day. To deal with this situation a fully capacitated control room is required at every district level and even at Sub District or block.

Below are the standard operating procedures for establishment and functioning of a home isolation control room

Essential requirements:

- The control room shall have at least two medical doctors and four data operators
- The control room shall have one computer set with internet connection for each member
- It shall have at least two dedicated phone line number or mobile numbers and shall have chat platform
- The control room shall have following updated details every time
 1. The details and location of home isolation field teams
 2. The field team shall visit at least once to the home of home isolated patient to inspect that the patient is fulfilling all the criteria of home isolation. The field team shall check that the contact no. of patient and care giver is correct. The field team shall ensure that patient is provided with medical kit. They shall orient patient care giver on method of filling daily health status of patient. The field team shall provide the patient and care giver the home isolation control room number
 3. If the patient is diagnosed at home the field team shall assess the health status of the patient in consultation with a medical person who is eligible for allowing home isolation
 4. The control room shall work in close coordination with ambulance management cell for timely provision of the ambulance services to the needy patient in home isolation. They shall have all the details of ambulances and the contact number of every ambulance staff.
 5. The control room shall have details of all nodal persons of covid health care facilities operational in their district and they shall have contact number of persons on duty

Functioning of home isolation control room

- For monitoring the covid-19 home isolation patients State Health Department has developed a dedicated covid-19 portal. The training for use of covid-19 home isolation portal has been already imparted to the district teams.
- The login credentials for data entry and help desk are already shared.
- Whenever a covid-19 patient is authorised for home isolation the data operators of home isolation control room will login into the covid-19 portal and will fill up the details of that person.

- It is the responsibility of control room to ensure updation of information of all home isolated patients
- The control room shall ensure that the field team has been mobilised to visit the house of isolated patient
- The control room shall ensure that the home isolated person has been provided with home isolation kit and will keep updated data on it
- The control room shall ensure that the field team has oriented the patient on how to enter there daily health status either through Covid portal or by calling to the control room
- The field team shall ensure that the contact number provided by patient and the caregiver are correct
- The control room shall ensure that the patient and caregiver has the district home isolation control room number
- When home isolated patient calls the control room the data operators in the control room shall search the patient through there helpdesk login
- If the patient is registered in the portal the data operators shall check the health status of the patient based on his or her previous entries and will take their fresh health parameters as mentioned in the portal
- If the patient has called for providing their daily health status data, the data operator shall fill up the details and will ask the caller for any other query. If there is no query and there is no danger signal then the call will be put on end
- If data operator assess any danger signal or the caller wants a medical advice or counselling the data operator will forward the call to the duty doctor in the control room
- The duty doctor shall speak with the caller and provide medical advice and counselling. If there is no danger signal and patient queries are resolved then the call will be put on end.
- If the caller is expressing some danger sign then the control room shall decide based on patient clinical condition on shifting of patient to the relevant covid-19 health care facility based on severity of his or her symptoms
- The control room shall organise the ambulance for pickup of the patient and inform the patient about the arrival of the ambulance
- The control room will access the availability of bed status from the hospital module of covid-19 portal
- The particular covid Healthcare facility shall be informed by the control room about the arrival of the patient
- The control room shall update the status of the shifted patient
- The home isolated patients are also being monitor by state disaster response forces, the daily reports from sdrf shall be taken and analysed by the respective districts control room.
- If sdrf reports shows any danger sign for any patient the home isolation control room will contact the patient for further action.
- The district shall ensure that the control room no. is widely disseminated in the district

*******FOR SAFE HOME OPD*******

- Patient can use [e-Sanjeevani OPD ANDROID APP](https://play.google.com/store/apps/details?id=in.hied.esanjeevaniopd&hl=en_IN) : The mobile app can be used on any Android phone/Tab and downloaded from https://play.google.com/store/apps/details?id=in.hied.esanjeevaniopd&hl=en_IN
- 104 Helpline Landline no. – 0135 2608964. Please ensure all responsible officers of district and control room staff save this number