



Government of West Bengal
Health & Family Welfare Department
Strategic Planning & Sector Reform Cell
4th Floor, Wing B, Swasthya Bhawan

No. HF/SPSRC/49/2013/Hospital Admn/132

Dated 17 June 2013

From: S.C. Tewary, IAS
Principal Secretary

To: 1. Director of Medical Education
2. Director of Health Services

Subject: Creation of Database for 24 x 7 Health Helpline

It has since been decided that the Health & Family Welfare Department will operate 24x7 Health Helpline on an outsourced basis. Patients, Patient Parties or the general public would receive the following two categories of services from the Helpline (a) Information regarding availability of essential service packages in State Government Run Health Facilities and (b) Assistance in availing the service packages rendered by the State Government Run Health Facilities.

2. Queries/ Requests for Assistance received from the Patients, Patient Parties or the general public would be populated in the customized software by Helpline Operators and forwarded immediately though voice call and/or SMS to the Hospital Authority concerned, to ensure that appropriate action to satisfy the query or resolve the problem can be taken expeditiously. Each Hospital Authority would be duty-bound to satisfy the query or address the request as soon as possible, and report compliance to the Helpline so that a feedback can be provided to the caller. Establishment of a 24X7 channel of communication between the Health Helpline and the Facility is therefore imperative.
3. Each Health Facility would have to identify Facility Manager(s) who would remain responsible for responding to each call from the Health Helpline on behalf of the Hospital Authority. S/he will also have to remain responsible for updating the static database related to availability of Hospital Services. As the Facility Manager(s) will have to attend calls from the Health Helpline round the clock, Hospital Authorities are advised to recommend the names of at least 3 (three) responsible functionaries from amongst the Medical Superintendent cum Vice Principal; Superintendent; Deputy Superintendent, Nursing Superintendent; Deputy Nursing Superintendent; Assistant Superintendent or the Ward Masters - in hospitals where no Assistant Superintendent is posted, as Facility Managers.
4. Hospital Authorities may send the Names and Contact Telephone Numbers (Mobile) of the Facility Manager(s) identified in the following format to Dr. Kamalakanta Pati, Deputy Director of Health Services (Hospital Administration) through email addressed to ddhs_ha@wbhealth.gov.in or wbhabr@gmail.com within 21-06-2013 without fail. If no email is received within the date mentioned above, it would be presumed that the MSVP/ Superintendent of the Facility would act as the Facility Manager.

S.C. Tewary
17.6.13
[S.C. Tewary]
Principal Secretary

Format

Official Name of the Facility (Hospital/Institution):			
Complete Postal Address with PS:			
Head of Office (Principal/Director/ MSVP/ Superintendent)			
Contact Details of Head Of Office			
Mobile /Landline No:			
Name & Designation of Facility Manager 1:		Mobile No.	
Name & Designation of Facility Manager 2:		Mobile No.	
Name & Designation of Facility Manager 3:		Mobile No.	

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Copy forwarded for information and necessary action to:

1. Director SPSRC & State Mission Director, NRHM, WB
2. Director of Homeopathy. He is requested to send a copy of this letter to the Supdtt of all tertiary and secondary care health facilities under that directorate
3. Director of Ayurveda. He is requested to send a copy of this letter to the Supdtt of all tertiary and secondary care health facilities under that directorate.
4. Director/Principal (All medical Collages/teaching Institution)
5. MSVP (All medical Collages/teaching Institution)
6. Jt. Secretary (IT)
7. Jt. Director SPSRC, Swasthya Bhawan
8. Jt. DHS (Admn). He is requested to send a copy of this letter to the Supdtt of all secondary care health facilities including decentralized hospitals situated in Kolkata
9. DDHS (HA), Swasthya Bhawan
10. CMOH (All Health Districts). He is requested to send a copy of this letter to the Supdtt of all Secondary Health Care facilities including decentralized hospitals situated in his health district
11. ADHS (Dental). He is requested to send a copy of this letter to the Supdtt of all Dental colleges under that directorate
12. Dr. Samir Sarkar, DADHS (HA), Swasthya Bhawan
13. Dr. S. Sengupta, TO, SPSRC
14. Dr. Suman Biswas, TO, SPSRC
15. System Coordinator, IT Cell.


[Dibyen Mukherjee]
Special Secretary