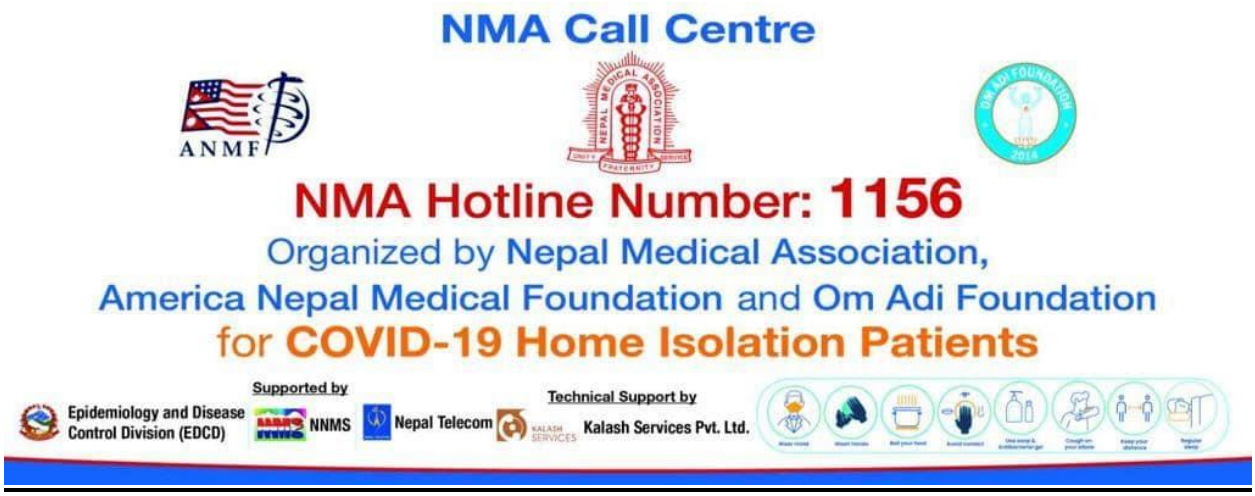
NEPAL MEDICAL ASSOCIATION CALL CENTRE

PROGRESS REPORT



Venue: Nepal Medical Association Building, Kathmandu

Dates: May 21, 2021 – September 30, 2021

INTRODUCTION

Nepal Medical Association (NMA) in collaboration with America Nepal Medical Foundation and Om Adi Foundation along with assistance from Epidemiology and Disease Control Division, NNMS and Nepal Telecom has established a call centre in the NMA building. With the technical assistance from Kalash Services Pvt. Ltd., the NMA call centre was officially inaugurated on May 21, 2021.

NMA Call Centre has been providing free health consultation services especially targeted to those patients staying in home or institutional isolation following COVID-19 positive status. It has also been providing general and special consultation services for general patients. NMA Call Centre has a hotline number as 1156 for this service.

The team of five medical officer and two health assistants has been providing services in two shifts from 7 AM in the morning to 8 PM in the night. The regulation and monitoring of the duty roster, technical aspects and logistics has been overlooked by one medical officer who has a coordinating role.

OBJECTIVE

- To establish free health teleconsultation services targeted to those patients staying in home or institutional isolation following COVID-19 positive status.

METHODS

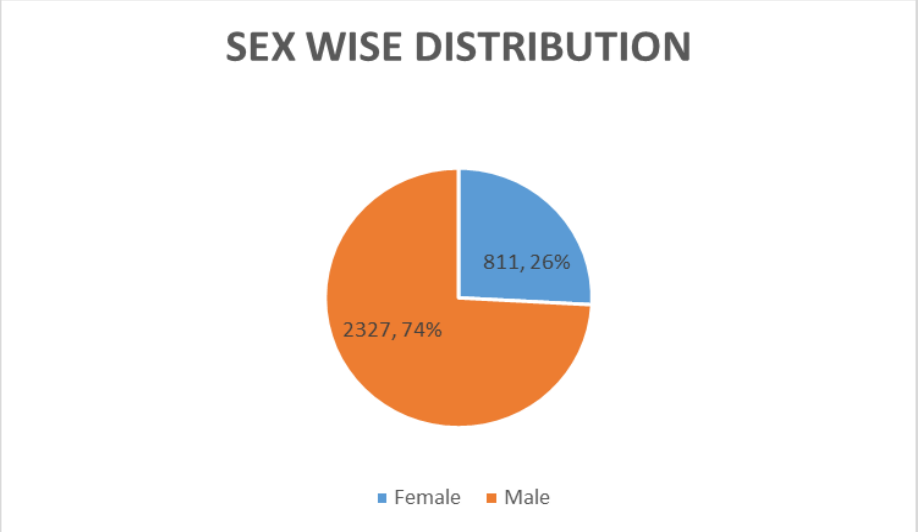
- Every day two medical officer and one health assistant work in shift-wise duty where the medical officer receives, addresses and forwards the call to consultant (if required) and health assistant documents the work by filling up the Google form for record.
- Every day the team of medical officers and health assistants fill up the COVID-19 self-risk assessment form just to ensure that they don't have symptoms of coronavirus.
- At the end of each week, a review discussion meeting occurs in between the medical team and NMA Call Centre Chief Coordinator Dr. Angel Magar regarding the problems that has been faced during the week.

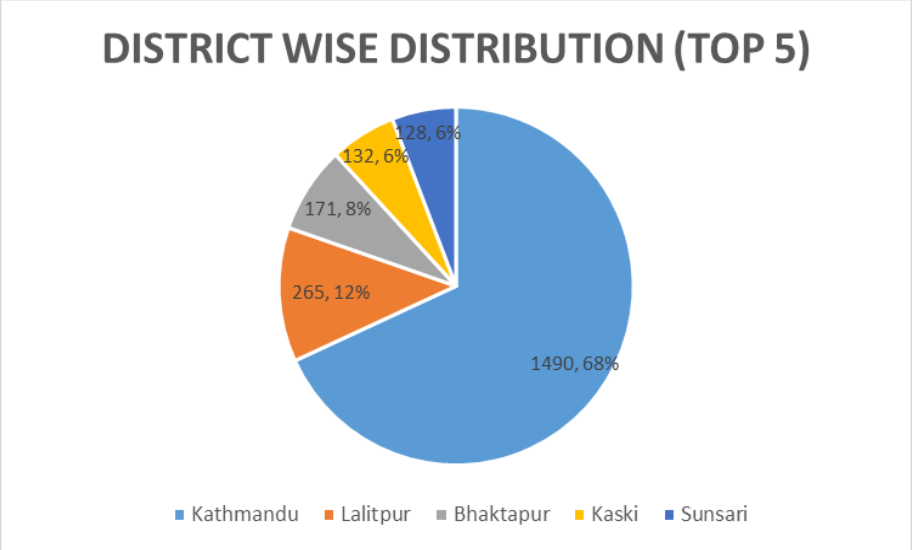
EXPECTED OUTPUTS

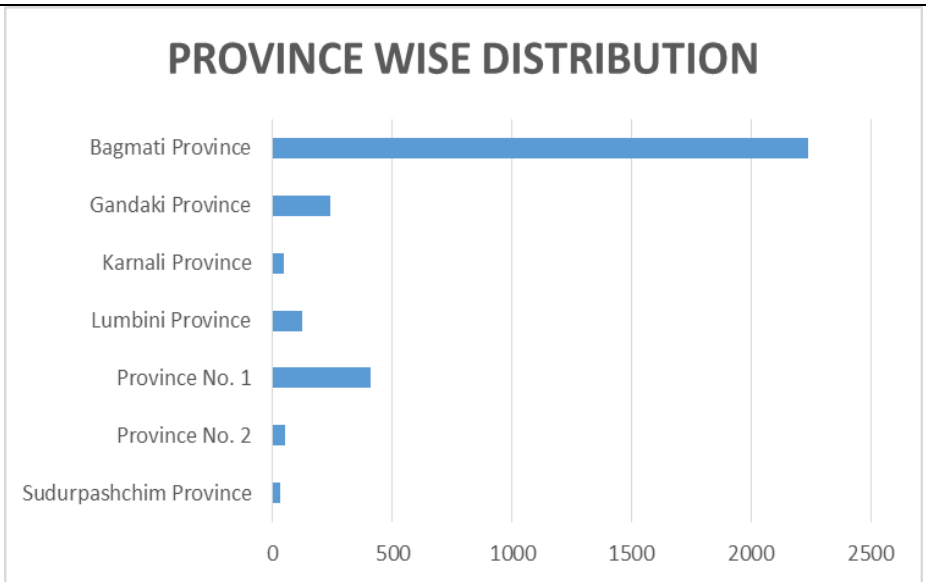
- Provision of free COVID 19 teleconsultation services to the general public
- Strengthen and advocate overall teleconsultation system of Nepal
- Detail technical report of all the actions implemented through this support

WORK REPORT

Total Calls Attended: 3138







COMMON REASONS FOR CALLS AND ADVICES GIVEN

- Most of the calls were for COVID-19 related inquiry and vaccine related questions.
- Most of the callers were counseled and given advice about medications along with possible red flag signs.

CALLS FORWARDED TO THE CONSULTANTS AND HOSPITALS

- About 4.5% of the calls were forwarded for further consultation with consultants.
- About 5.7% of the callers were referred to hospitals.

Regards

Nepal Medical Association