Essentials of Home based monitoring and virtual care in COVID-19

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Essentials of Home based monitoring and virtual care in COVID-19

- Evidence base on home monitoring in acute Covid-19
- Guidance on oximetry
- Training for Health Professionals in remote monitoring
- Prioritisation decisions in resource-limited settings
Why augment health systems capacity

- Clusters of Infections (Families / Children)
- Shortage of doctors / nurses to triage and help citizens with symptoms
- Covid 19 spreading rapidly
- Citizens tested positive panic and rush to hospital / post on social media
- Patients need to be counselled and helped to stay at home until help reaches them

Urgent need to augment government resources to address the shortage

Need an end to end solution - providing only technology does not help
The Project StepOne Solution

Large volunteer network of doctors, nurses and other citizens to augment Govt resources

7000+ Doctors, 2000+ citizen volunteers

Fully operated by team of experienced and independent professionals

Proven processes and systems to quickly deploy for specific areas where governments need

Built to quickly scale

Flexibility to scale up based on surge or demand

StepOne augments government resources with trained volunteers

StepOne helps govt go from problem to operational at scale in a few days
Complete Solution Set for Covid Management

Pre Covid
- Covid Positive
- Post Covid Positive

- Covid Suspect Triaging
- Mental Health Support Counselling
- Covid Positive Triaging
- Home Isolation Monitoring
- Referrals Care Cascade
- Post Covid Support
- Vaccine Helplines & Management System

Solution suite across all stages of Covid fight lifecycle

Customizable and integrates smoothly with existing government processes!

States/Cities since March 2020 (29 - 15+14):
- States/UT: Karnataka, Chattisgarh, Uttarakhand, Delhi, Punjab, Puducherry, Bihar, Maharashtra, Odisha, Nagaland, Jharkhand, Meghalaya, Manipur, Goa, GOI-AYUSH
- Others: Bihar AES, Odisha Workers helpline, Covid Rasksham, Blr Zonal helplines etc

States/Cities NOT live (4 - 3 +1):
- Jammu & Kashmir, Assam, Arunachal Pradesh, Mira Bhaindar

Recent Impact (27 May 2021)
- 2.1 M tele-consults (last 150 days)
- 20K mental health consultations (last 150 days)
- 20K doctors, paramedics & trained HCWs
- Live in 20 states/UTs
- 1.6 Lakh patients helped per day in April 2021
- 3.1 Lakh Patients helped per day in May 2021
- Connected over 5 Million Covid Patients
Covid Helpline

Telemed Helpline Telecom Grid - high capacity, scalable and fault tolerant telecom infra, lakhs of lines on demand

Dedicated Covid Helpline plus also State Medical Helpline Ex. 104

Automated patient screening for Symptoms & contact history and travel - intelligent voice enabled system clinically sound

Queue of patients to consult

Large volunteer network of thousands of doctors login via Telemd mobile App and consult with patients

Impact
- Prevent contacts by making people #StayAtHome
- Identify and test high risk cases faster

Live in Delhi - 1800 111 747

Proven, Robust and scalable Telemedicine solution to to prevent Covid spread!
Covid Positive Triage

Hourly List of Covid Positive Patients from ICMR Portal

StepOne system

Queue of patients to call

Calls

Doctors call out Covid Positive patients and help calm down, get details for DSOs/MHO’s to prioritize cases across HI / CCC / Hospital

Cleanup and prioritized data for DSO’s/MHO’s to work on

Impact
- Ensure Covid Positives are reached faster
- Prioritize response based on clinical evaluation
- Better use of hospital bed inventory

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Prioritize response to positive patients based on clinical evaluation!
Ensure Home Isolated patients have full access to doctors via Telemedicine!

**Home Isolation Monitoring**

- **List of Covid Positive Patients under Home Isolation**
- **StepOne system**
  - Queue of patients to call
- **Doctors call out** Covid Positive patients and monitor symptoms, help identify patients needing help
- **Calls**
  - Doctor callout
- **Updated health status of Home Isolated patients available**

**Impact**
- Ensure Home Isolation patients get medical and mental health care
- Faster response to emergencies
- Have full visibility on Home based patients

**Deployed across 3 states**

**2 - 3 days for deployment**
## Multilingual Volunteer Doctor Network

**#DOCTORS REGISTERED:** 7000+

**#VERIFIED ONBOARDED:** 4000+

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<thead>
<tr>
<th>Language</th>
<th>No. of Doctors</th>
<th>% Doctors</th>
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<tbody>
<tr>
<td>English</td>
<td>2544</td>
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</tr>
<tr>
<td>Bengali</td>
<td>127</td>
<td>5%</td>
</tr>
</tbody>
</table>

Doctors speaking **rare languages** like Khasi, Garo, Nagamese, Beari Urdu, Tulu, Coorgi etc available

Doctors speaking **33 languages/dialects** in India
Supported by Professional associations