

NRHM Helpline/ Health Helpline

In order to widen the utility of the JSY Helpline, the department has decided to The Health Helpline has been setup at the State level as an integrated 24x7 Centralized Call Centre mainly for the following purposes:

1. To organise prompt referral services and managed the ambulance fleet online,
2. To facilitate prompt delivery of appropriate care by the Referring-In Hospitals,
3. To check veracity of data and service delivery under MCTS,
4. To provide online health information to health managers and administrators.
5. To report any unusual event such as outbreaks, accidents or disaster,
6. Reporting of births and deaths by health functionaries,
7. Reporting of shortage of drugs and other logistics through SMS alerts by health functionaries,
8. To facilitate networking between health units for exchange of information.
9. To provide information such as availability of services, reservation for consultation or cabins in various public hospitals,
10. To facilitate Grievance Redressal,
11. To provide online access to those requiring information of health system in the State,
12. To facilitate easy access to those requiring information on any health conditions such as Reproductive, Sexual Health, Family Planning and mother and Child Health by linking with Jansankhya SthirataKosh" (JSK).

The State has adopted 102 toll free number to access the Health Helpline Services and also developed a software 'nagaHMIS' application to managed the Health Helpline. All the ambulances are fitted with GPS units and the tracking and management of the ambulances is integrated with the Health Helpline. The designated tollfree number '102' has been sanctioned by BSNL but yet to be fully functional due to technical problems with the telephone service providers.

In order to strengthen Referral Transport management and promote e-governance and e-access to health information, the State intends to fully Operationalise and capitalise on the Health Helpline.