



PRIME MINISTER'S SECRETARIAT
NATIONAL DISASTER MANAGEMENT AUTHORITY
ISLAMABAD



NDMA HELPLINE

For Rain Affected people initially in
BADIN DISTRICT



In Technical Collaboration with



Medical Call Center.

Through this service the victim /worker on the field has direct access to the generalists as well as specialists and gets advise immediately over the phone.





PROPOSED CONCEPT

**LAUNCHING OF TELE- MEDICAL INFORMATION AND
ADVISORY SERVICE FOR RAIN AFFECTED
PEOPLE IN BADIN DISTRICT-SINDH**

**TO BENEFIT RAIN RELIEF VICTIMS AND ASSIST
FIELD WORKERS USING TELEMEDICINE**

CALL 0800-11-121



Phases of the NDMA Helpline:

- There are two aspects of this help line: A project to be launched as Pilot in Badin District-Sindh
- **Phase 1:**
- To establish a 24/7 Medical Call Center operating on Toll free number, that can be accessed through any Landline, Mobile Phone or V Phone.
- There will be 2 Doctors and 2 Para medic call agents in each shift to handle incoming calls:
-
- For every qualifying health related issue patient medical record will be created, and for next appointment medical record number will be issued to caller and same shall be send through SMS to him/her;
- (The flow chart of service is explained in next slides)



The working of NDMA Help Line will be the following:

- Doctors will be stationed at the call center operating 24 hours to provide first level medical support and guidance to field workers or victimize.
- Callers from all districts can call a toll free number to be answered by Doctors sitting in Karachi based Health Line
- The Disaster relief help Line will coordinate with all effected districts and other relief organizations.
- NDMA HelpLine Call Center to be the focal point for all field workers and local health facilities.
- All Calls to be recorded for monitoring
- The activity of this call center can be monitored by NDMA control center in Islamabad



-Cont-

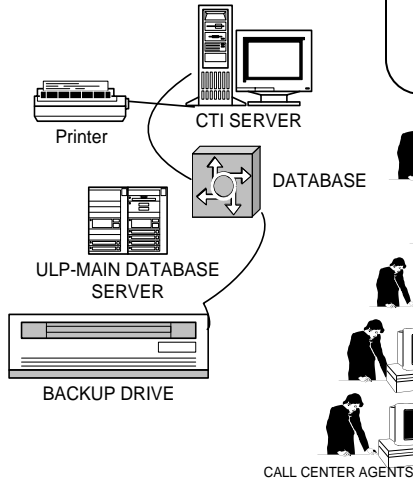
- All data to be fed in computers for creation of MIS;
 - Number of calls
 - Category of calls
 - Location of calls
 - Type of calls –Medical issues -Emergency
 - Response to the calls
 - Follow-up report of all calls on daily basis

0800-11-121

TELE HEALTH SERVICE™ RESPONSE TO A CALLER

CALL FLOW

CALL RECEIVED AT MEDICAL CALL CENTER FRONT END, WITH INFO ON SPECIALISTS OF ZIAUDDIN



WELCOME TO NDMA HELP LINE ! HOW MAY WE HELP YOU

(AGENT TO TAKE CALL DETAILS. AND THE QUALIFIED CALLS ARE THEN FORWARDED TO ER OF ZIAUDDIN FOR ADVICE AND ASSESMENT

HELLO ! I AM HAJRA FROM KASHMORE, MY KID IS SUFFERING FROM VOMITING, PL HELP



HELLO DOCTOR! THIS IS NDMA HELP LINE, WE WOULD LIKE TO CONNECT HAJRA BIBI FROM KASHMORE, HER KID IS SUFFERING FROM VOMITING AND WEAKNESS, PLUS FITS, WE WOULD LIKE TO TALK TO YOU AND SEEK ADVICE AT EARLIEST, YOU ARE NOW ON A CONFERENCE CALL WITH HAJRA BIBI, THANK YOU.

CALL IS CONNECTED WITH CHILD SPEALIST AT ZIAUDDIN NAZIMABAD CAMPUS

Incase the duty doctor at ER feels the patient has to be advised by a specialist, the call center agent will be requested to get the patient on conference call with child specialist

DUTY DOCTOR AT ZIAUDDIN EMERGENCY CENTER



**HELP
LINE
&
TELE CARE
CENTER
AT
BADIN
DISTRICT
SINDH**





Phase 2:

NDMA Telecare Centers

- To establish 2 Telecare clinics connected through Live Video consultation and tele medicine equipment at Badin and Tando Mohammad Khan by NDMA.
- This telecare clinics will have one paramedics equipped with:
 - Blood Pressure monitor
 - Glucometer
 - Oxygen Saturation meter
 - Weight scale
 - Height scale
 - Tele- Skin analyzer
 - Digital Stethoscope
 - Tele- Ear, Nose and Throat check up unit
 - Tele - Eye testing equipment
 - One computer
 - One Camera and Mic
 - All this is connected through PTCL Broadband link



Flow:

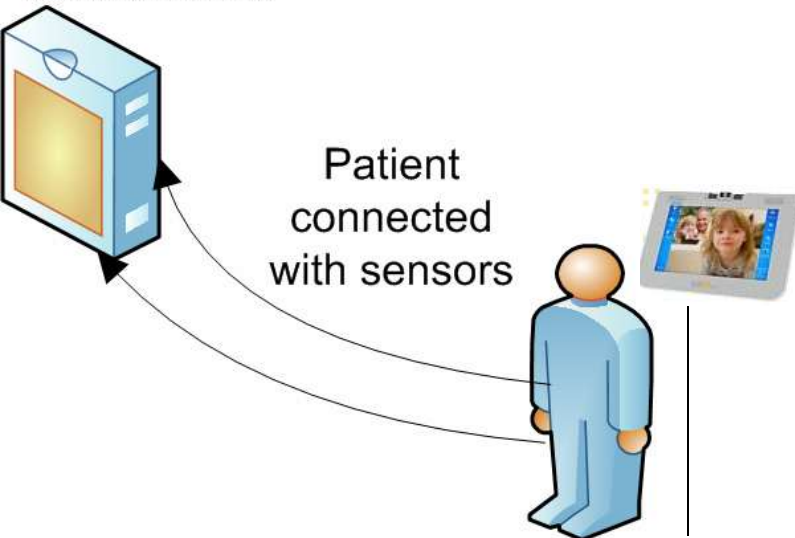
- Patient to sit in front of the Video link and through live video connection,
- Doctors sitting at Karachi NDMA Helpline, will observe the patient,
- Ask Paramedic to use the testing units as and when basis
- The patient will get his/her medical record made
- Diagnostics will be done
- The patient will be given a 24/7 health support call center number for seeking support
- Required patients will be referred to the Field Medical Units in the Rain affected hospitals for medication and further evaluations.



NDMA Telecare Center- at Civil Hospital Badin District-Sindh



TUNSTALL SENSOR GATEWAY





NDMA Telecare Center- at Civil Hospital Badin District-Sindh



Hemoglobin

Height

Weight

ECG

Blood Pressure

Pulse

Temperature

Blood Sugar

WIRELESS GLUCO METER



TUNSTALL SENSOR GATEWAY



interface

Patient
connected
with sensors

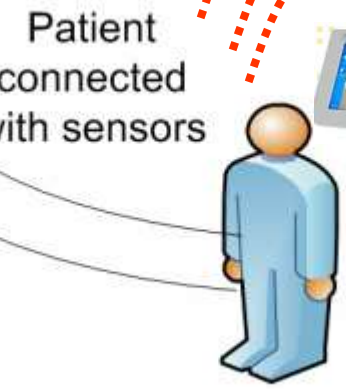




NDMA Telecare Center- at Civil Hospital Badin District-Sindh



- Hemoglobin
- Height
- Weight
- ECG
- Blood Pressure
- Pulse
- Temperature
- Blood Sugar





Data Gathering Module

Sensors

Hemoglobin

Height

Weight

ECG

Blood Pressure

Pulse

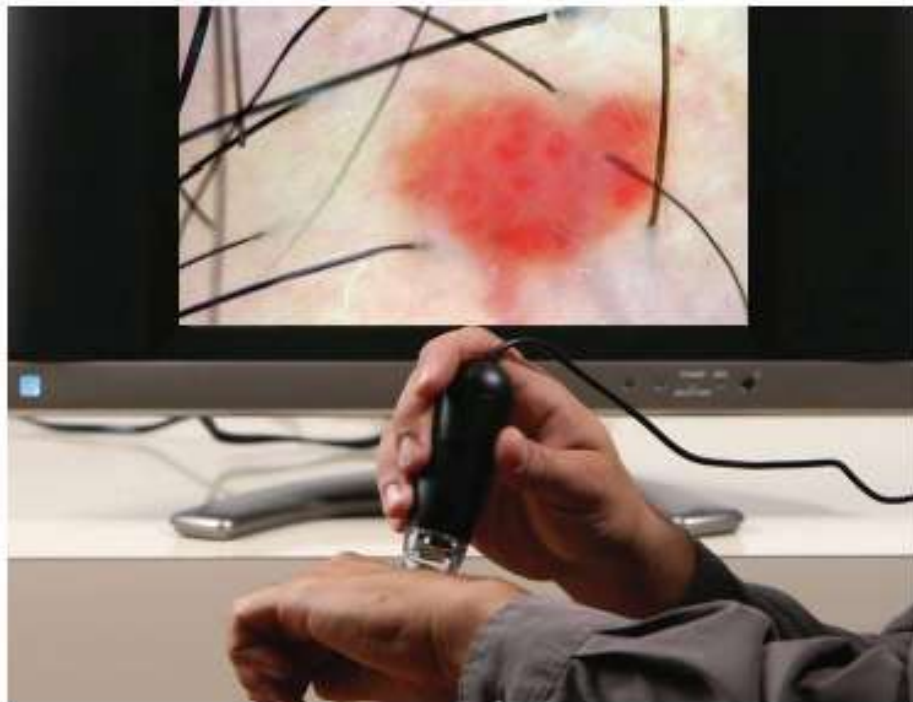
Temperature

Blood Sugar

Albumin



Digital Microscope **Dino-Lite**



DENTISTS SCOPE

Digital Microscope **Dino-Lite**



PC output



DINO-EYE
Microscope Eye-Piece Camera

Easily Upgrade your Microscope to Digital



PC or TV output

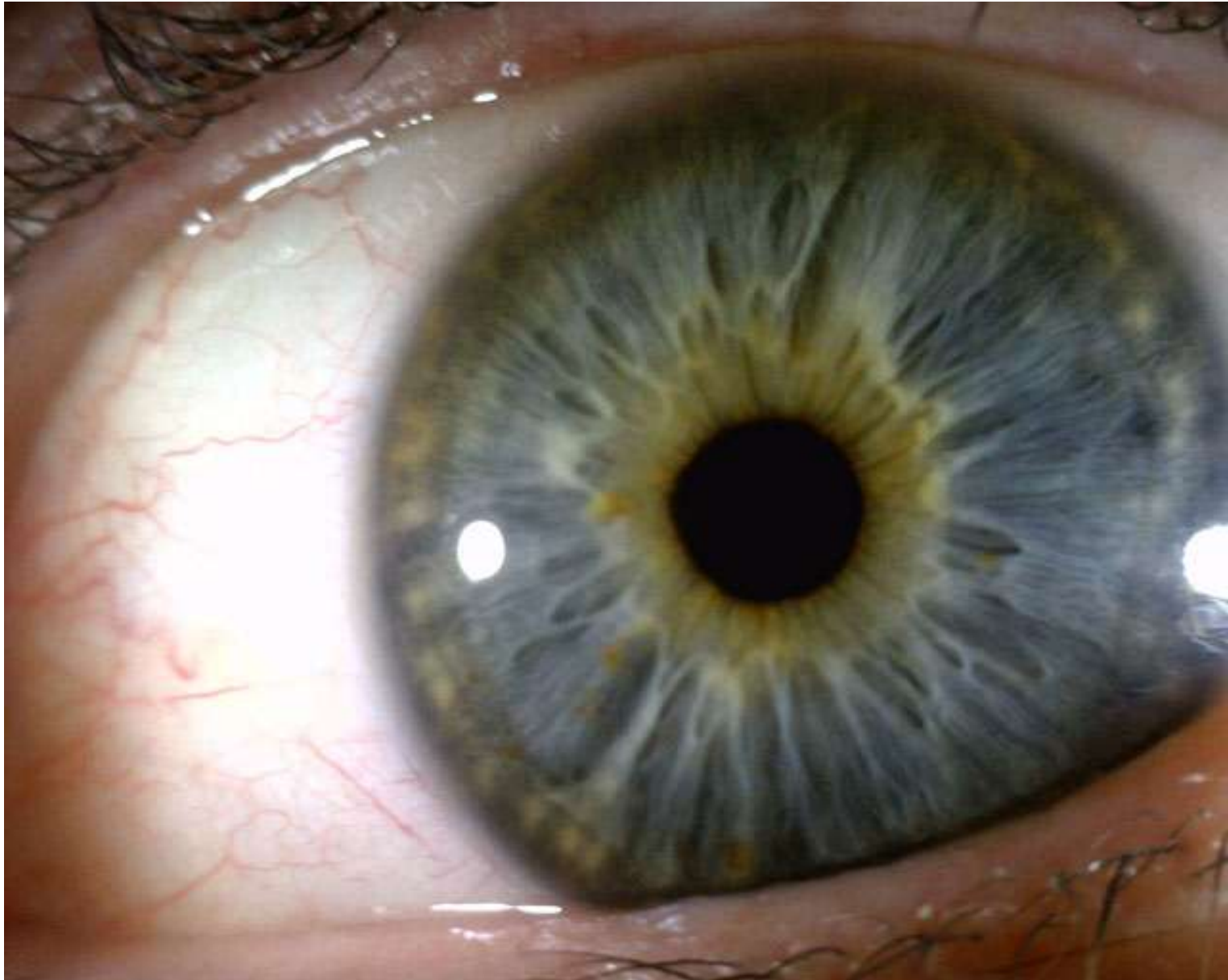


HAIR EXAMINATION



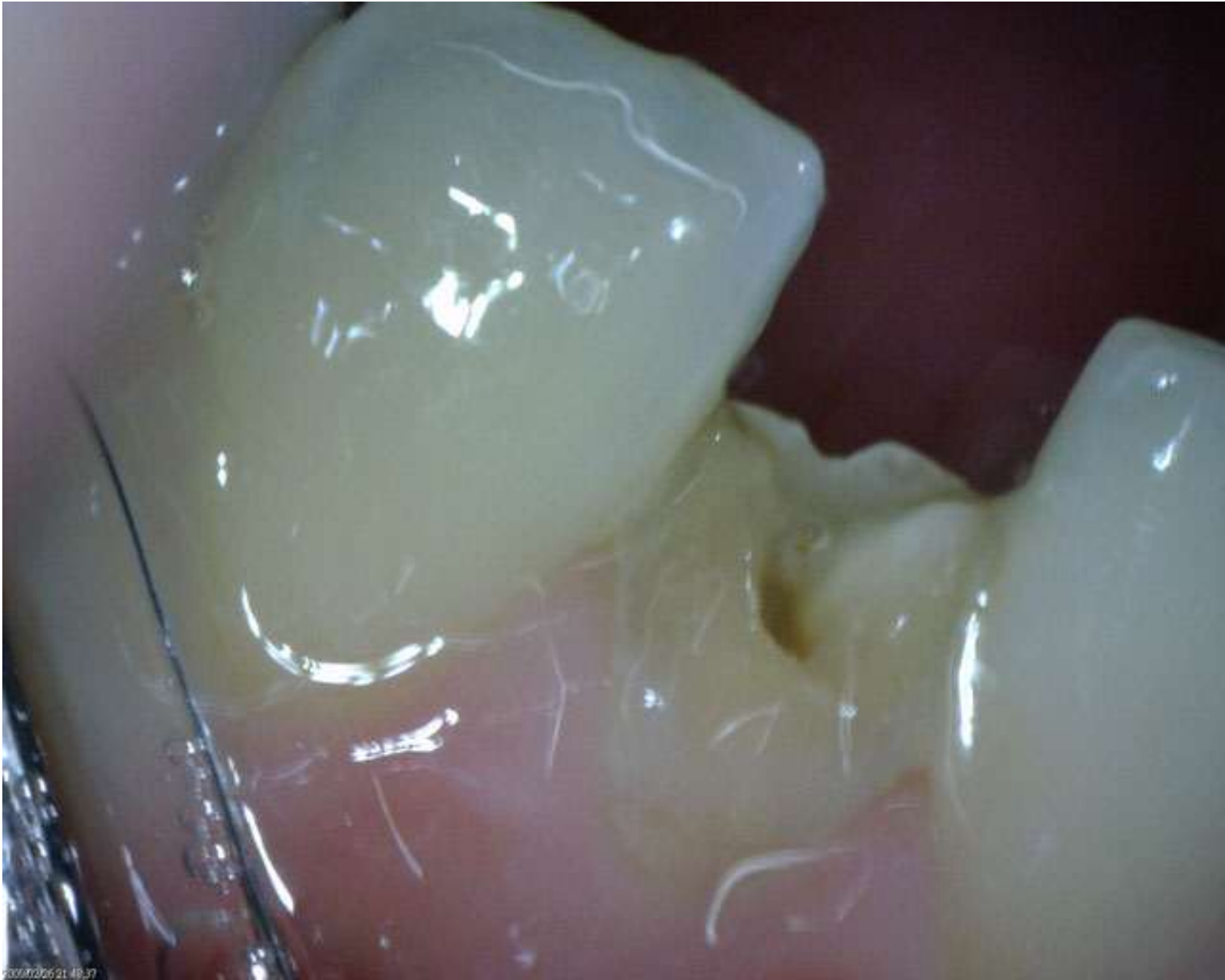


EYE EXAMINATION





TOOTH EXAMINATION

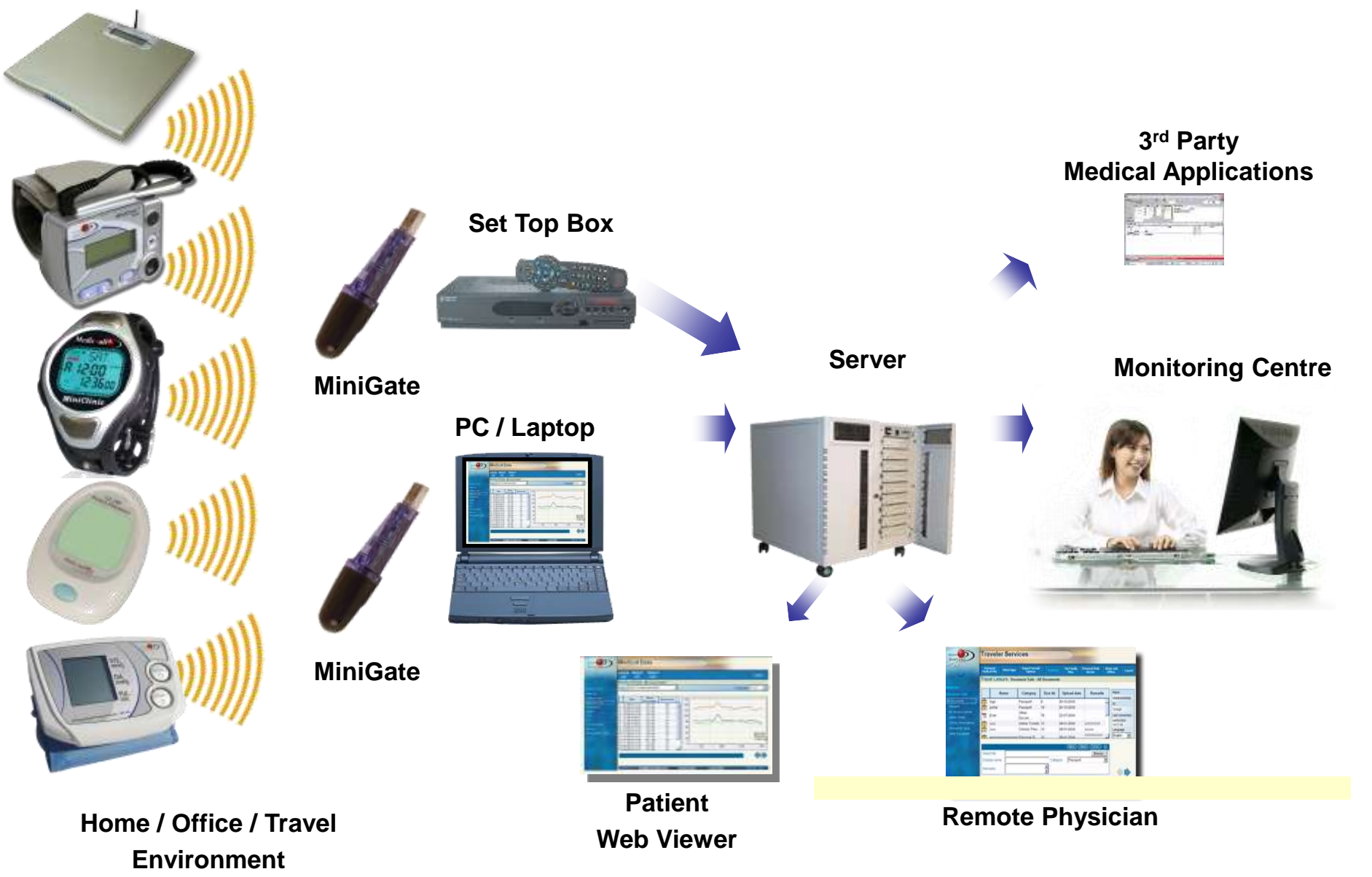


SKIN EXAMINATION





Remote Monitoring Platform



3rd Party
Medical Applications



Server



Monitoring Centre



MiniGate

Set Top Box



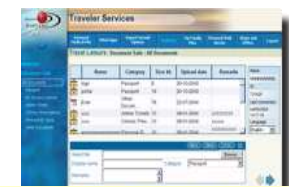
PC / Laptop



MiniGate

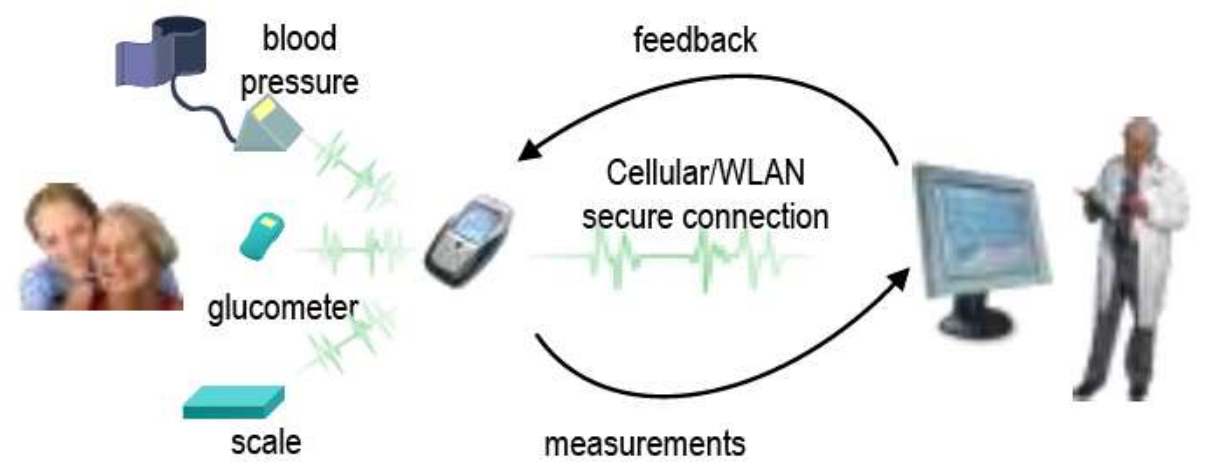


Patient
Web Viewer

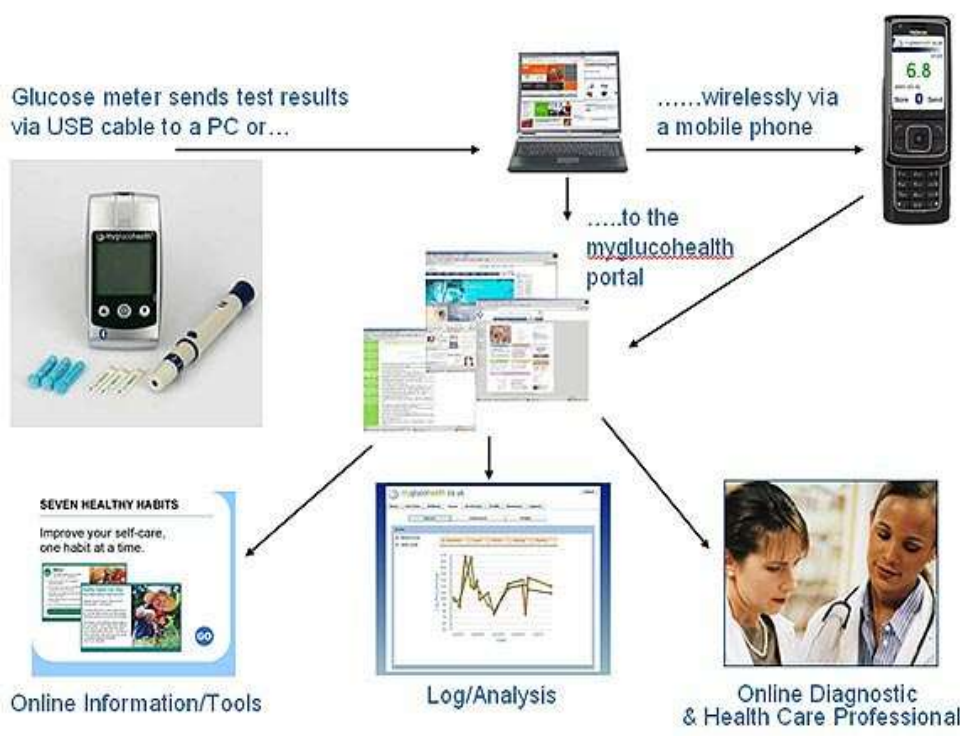


Remote Physician

Home / Office / Travel
Environment



Use of Health Gateway Diabetes management solution to register key information in diabetes care





Quick Guide

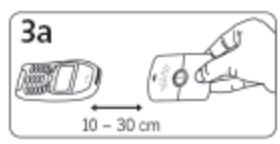
Vitaphone Tele-ECG-card 100 IR



1 Positioning the device
 The device should be attached to the cord supplied and worn on bare skin above the third rib as shown (note: chest hair may interfere with the correct functioning of the device).



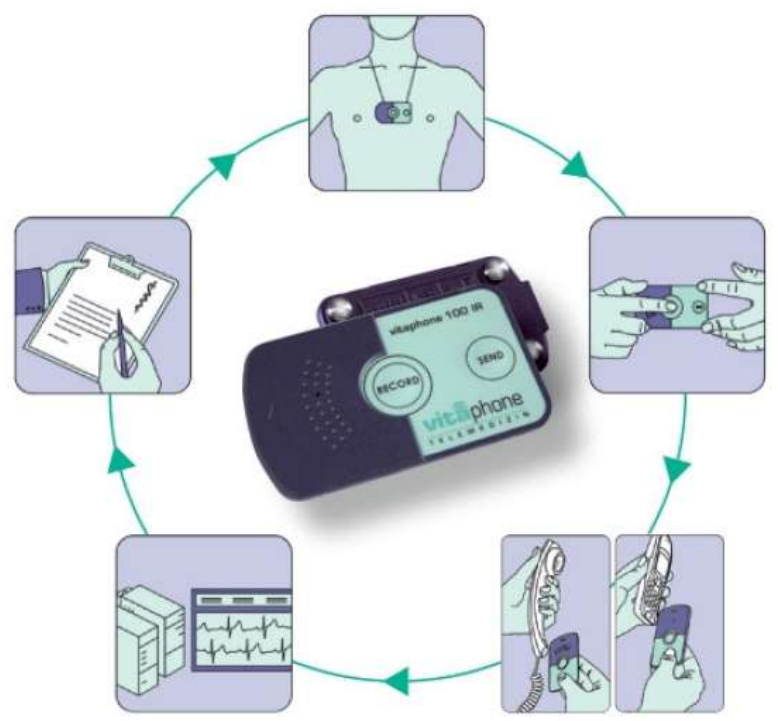
2 Recording an ECG
 Hold the device firmly against the thorax and press the „RECORD“ key. The device will emit a bleep followed by series of tones lasting approx. 30 seconds. A pause will be made before the device emits a further bleep to signal that one ECG has been recorded. Two or three bleeps mean that the device has memorized 2 or 3 ECGs which await transmission (max. 3). Now remove the device from the body



3 Transmitting an ECG

- by **Infrared data transfer** (mobile phone with compatible IR function *)

Activate your mobile phone's IR function and place the device with the IR port opposite the phone's IR port at a distance of about 10 cm - see 3a. Just press the "SEND" key - the phone will automatically dial the number on the back of the device and transmit the data. Successful transmission is signaled by a rising tone - 3 bleeps indicate failed transmission. However, the ECGs are still memorized – try again, as described below.

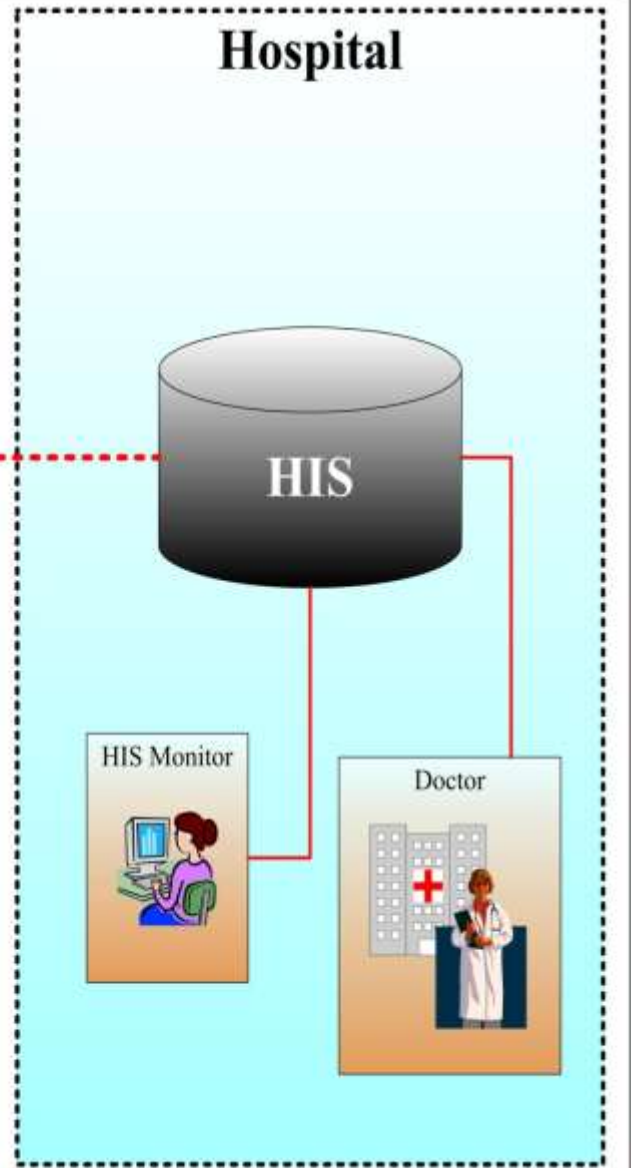
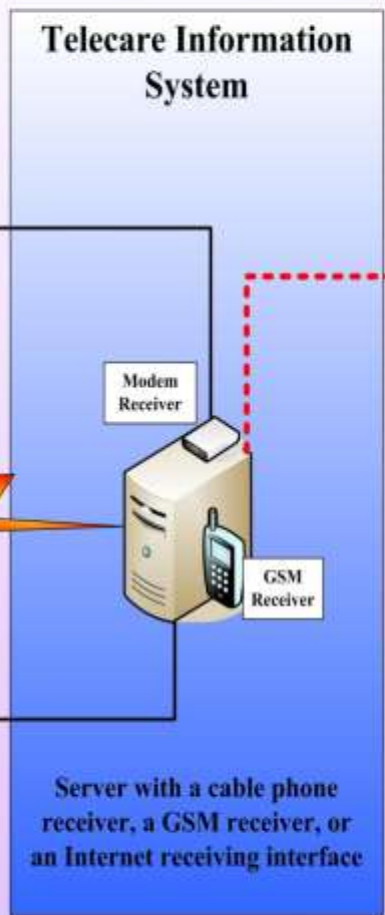
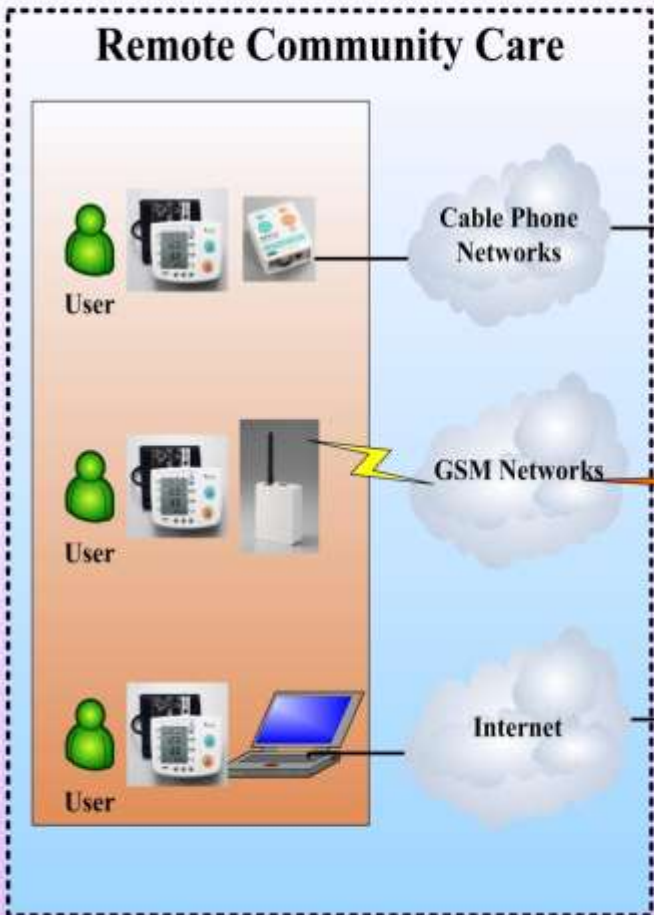


NDMA Telecare Center- at Civil Hospital Badin District-Sindh



OSTAR Telecare Cloud System

Hospital



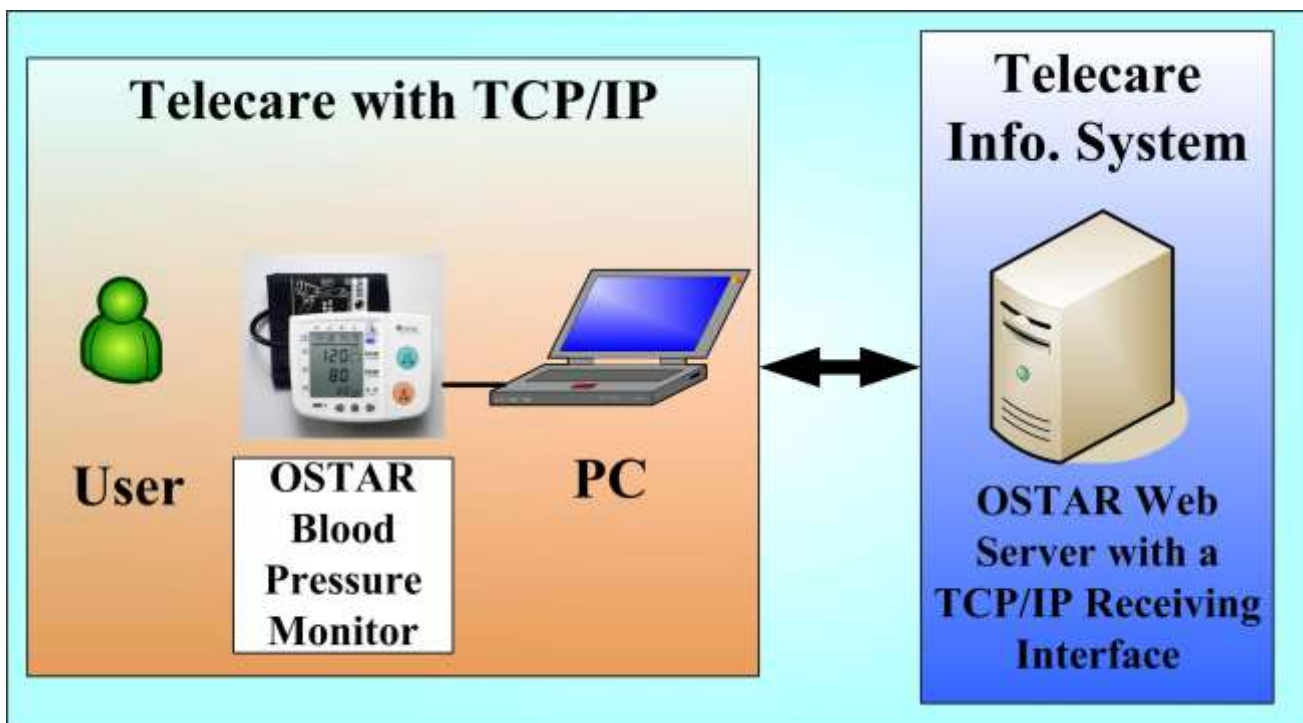


NDMA Telecare Center- at Civil Hospital Badin District-Sindh



(situation)

call center





Network Camera with Pan/Tilt

A control panel for the network camera. At the top is a large circular directional pad with a house icon in the center. Below it is a "Go to" dropdown menu with "-- Select one --" selected. Underneath are "Pan speed" and "Tilt speed" dropdown menus, both set to "-4". There are three buttons: "Pan", "Stop", and "Patrol". At the bottom are two larger buttons: "Snapshot" and "Client Settings".



**VIDEO BASED EVALUATION
FROM REMOTE CLINICS AT CALL CENTER**



THANK YOU