



GOVERNMENT OF KARNATAKA

No: HFW 244 ACS 2020

Karnataka Government Secretariat,
Vikasa Soudha,
Bengaluru, Date: 4th July 2020.

CIRCULAR

Sub: Shifting of patients in & around Bengaluru & their bed allocation reg.

Reference: 1. Bangalore Task Force order No: ಕ೦ಇ 150 TNR 2020, date 15.06.2020
2. Fixing of COVID treatment rates order for private hospitals, No HFW 228 ACS 2020, date: 23.06.2020
3. Chief Secretary's Office Notification on compulsory treatment for SARI / ILI cases- No. HFW 233 ACS 2020, Date:27.06.2020

1. As the number of cases in and around Bengaluru City are rising, shifting of COVID 1-9 positive cases / serious COVID suspect cases (swab given, but result awaited) / or SARI cases to appropriate medical facility and ensuring that they are admitted and treated properly is of paramount importance. There should not be any unfortunate cases of denial of treatment.
2. After detailed deliberations and in view of evolving situation of COVID -19 pandemic, following system is put in place for shifting of patients and bed allocation to them.
3. **108-Arogya Kavacha to shift patients who are in distress:**
 - a) 108-Arogya Kavacha ambulance service normally deals with medical emergencies & shifts patients.
 - b) In the context of COVID -19, 108 Arogya Kavacha will carry out the works of :
 - Shifting of COVID patients across COVID **treatment** facilities in Bangalore viz. across COVID Care Centers (CCC) & hospitals(except shifting between two private facilities)
 - Receiving distress calls with respect to COVID or SARI (breathless) and allowing ambulances for shifting.
 - c) All the government facility heads will give a call to 108 whenever they need shifting of patients from CCC to hospitals (higher medical need) or hospital to CCC (patients has improved & does not need a bed in hospital)
 - d) All the patients who are having breathing distress will call toll free 108 ambulance service. On receiving the call, the 108 will quickly ascertain if the

patient is COVID -positive or is COVID suspect (using sample referral form (SRF) ID, provided by ICMR) and then move him/her to near by COVID treatment facility in consultation with **BBMP's bed allocation team**. The 108 ambulance should shift such patients using an Advanced Life Support (ALS) ambulance with adequate manpower and personal protective equipments.

However if the patient is breathless (may be due to COVID or due to other conditions like COPD, asthma, ILI etc) and has not undergone COVID - test; he/she should be immediately shifted to COVID -19 hospital assuming that it can be COVID -19 case. The patient shall be admitted in the hospital (circular at ref.3) and treated. As per testing protocol for COVID -19, compulsory COVID test should be done on such patients. After the test if patients turns out COVID positive, he/she should be shifted from isolation to COVID - section and treated as per COVID treatment protocol. However, if such a patient is COVID -negative, then from Isolation ward, he/she should be shifted to non- COVID section and treated accordingly. The cost of medical treatment for non- COVID patients will follow the usual rules i.e. Ayushman Bharat-Arogya Karnataka scheme, other insurance scheme, paid by patient etc.

- e) It is likely that a COVID -19 patient who is asymptomatic with no underlying medical condition calls 108. All such calls can be transferred to BBMP's bed allocation team for necessary transportation and bed allocation.

4. 1912 call centre to redress Grievances on denial of beds:

The 24X7 toll free call centre – 1912 should receive grievances related to denial of admission in the hospital/CCC for Covid-19 patients or SARI patients. The call centre is located in BESCOM Corporate office & **will be overall supervised by MD, BESCOM.** It should have 24X7 presence of following departments-

- a) **Health & Family Welfare** : for co-ordinating facilities owned by HFW dept. & private hospital (as licensing dept.)
- b) **Medical Education**: for co-ordinating facilities owned by Medical Education department & private medical college hospitals (as regulating department)
- c) **Suvarna Arogya Suraksha Trust**: for co-ordinating private hospitals (as funding agency for treatments under Ayushman Bharat Arogya Karnataka / other schemes)
- d) **BBMP**- for bed allotment after grievance is redressed.
- e) **BESCOM**– for the purpose of co-ordination using their nodal officers.

Every private hospital treating COVID -19 patients has following two contact points from the departments

- i) Arogya – Mitra from SAST
- ii) Nodal officer from BESCOM/BWSSB

The call centre on receiving the call 1912 will do following:

- a) ascertain that call is pertaining to denial of admission for COVID -19 or SARI cases. In cases, the call has come for something else, the caller shall be directed to relevant helpline.
- b) collect the relevant information from patient as told in the annexure-1.
- c) The complaint is given a complaint / docket no
- d) The info. is passed onto relevant department Officer present at call centre immediately. The controlling department will call the Nodal officer appointed by the hospital for ensuring admission while SAST officials will call Arogya- Mitra to co-ordinate in the facility for admission.

If beds are not available, the team shall ensure shifting to other nearby facility.

- e) After redressal of complaint, docket should be closed with information by call centre to the patient either by call or SMS.

5. BBMP Bed allocation Team:

The bed allocation team of BBMP for COVID -19 led by Mr. Tushar Girinath, IAS, Principal Secretary, Co-operation shall have real-time bed allocation & availability software with hotlines to 108 ambulance service & 1912 – grievance redressal service. The BBMP team gets the list of COVID -positive patients from ICMR portal on real time basis and calls the persons to ascertain correct address & location. A vehicle is sent to the residence with paramedics to ascertain the medical condition and shift to the necessary treatment facility (CCC or hospital) or recommend home isolation. The team should share details of cases with State Surveillance Unit (SSU) of Health department on daily basis by 12noon (for previous day's cases)

The various departments and officials involved in the above process should ensure the shifting & admission of patients in medical facilities in a seamless manner to avoid fatalities.


(Jawaid Akhtar)

Additional Chief Secretary to Government
Health & Family Welfare department

To,

1. Chief Secretary
2. ACS to Hon'ble Chief Minister
3. BBMP Commissioner,
4. Commissioner, HFW
5. MD, BMRCL
6. Principal Secretary, Co-operation
7. Principal Secretary, Medical Education
8. Commissioner, HFW
9. CMD, BWSSB
10. MD, BESOM
11. ED, SAST (12) PHANA & Other Association.

ANNEXURE-1

"CALLER DETAILS"

Name, Residential address in fields of (House No., street, locality, city, Pincode), Mobile No. (fetched from the system), attendant name, attendant mobile no., hospital full name & locality where admission is being denied, whether tested for COVID or not, SRF number, Medical condition of patient – brief description in not more than 50 words.