## FREQUENTLY ASKED QUESTIONS WITH ANSWERS

## HEALTH CARE WORKER DATABASE TEMPLATE FOR COVID-19 VACCINE BENEFICIARY MANAGEMENT SYSTEM

**Q.1 From where will the Health care facilities receive the Healthcare workers database template?**

**Answer 1** – Health care workers database template is downloaded from https://hmis.nhp.gov.in/#!/ from HMIS Website of GOI-MoHFW by District RCH Officers. This downloaded excel template will be shared to all the Health care facilities (Government & Private) from District health office by Email.

**Q.2 To which Category of Health care facilities should the district share this Health care workers database template?**

**Answer 2** – This Sheet is currently being used to fill the data of Health care workers working in the Government and Private Health care facilities/Institutions which are under State Government.

The data of Central government health facilities located in the District need not be collected at the district as the same is being collected through the concerned Central Ministries.

**Q.3 How should the districts name Health care worker database template downloaded from the link before Sharing to the facilities?**

**Answer 3** - The Template downloaded by the Districts will have the filename as shown below which is a fixed format. *No word should be added/edited/deleted in this fixed format from COVID VACC till STATE_UT part.*

**COVID VACC_IMPORT BENEFICIARIES_STATES_UT.XLSX** ➡ **FIXED FORMAT**

When District has to share with the Health care facilities in the district (Government and Private), the District must add their name after STATES_UT adding an Underscore _ District name. Below are examples to show how a district will share the template to its Health care facilities after adding their name to this file name in the downloaded template.

**COVID VACC_IMPORT BENEFICIARIES_STATES_UT_MANDYA.XLSX**

**COVID VACC_IMPORT BENEFICIARIES_STATES_UT_BANGALORE_URBAN.XLSX**

**COVID VACC_IMPORT BENEFICIARIES_STATES_UT_UTTARA_KANNADA.XLSX**

**Q.4. How will the facility Save the Health care worker database Template which is shared by Districts?**

**Answer 4** – Facilities will add their facility name after District name as shown below and Save this template as per below naming format.

<div align="center">

**COVID VACC_IMPORT BENEFICIARIES_STATES_UT_MANDYA_BELUR_PHC.XLSX**

**OR**

**COVID VACC_IMPORT BENEFICIARIES_STATES_UT_MANDYA_ Belur_PHC.XLSX**

**OR**

**COVID VACC_IMPORT BENEFICIARIES_STATES_UT_MANDYA_BelurPHC.XLSX**

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<mark>**POINTS TO REMEMBER WHILE NAMING THE TEMPLATE**</mark>

1. It is very important that the words in the facility name should be either joined by an Underscore_ or can be written as a single word. Never put a Blank Space between words while writing facility name.
2. Writing Facility names in all Capital letters/all Small letters/ Sentence case doesn't make any difference. The facility can follow what has been instructed di the district during trainings as per SOP.
3. Writing PHCBelur/PHC_Belur or BelurPHC/Belur_PHC, both the ways are fine as technically, it doesn't matter. The facility can follow what has been instructed in the district during trainings as per SOP.
4. **Do-not edit the fixed part of the template name** that has been shared from the District. Facility should just add the name of their facility by adding an _ after District name and Save their template for making entries of Health care workers in their facility.
5. If in case, while saving the template, the whole name of the template gets deleted, then, facilities must fill the template name as per the Standard format shown above and add their facility name. The Spelling of the District should be same as that was sent from Districts as written in the District template.
6. Never use Short Forms while writing Facility Name. Write complete name. No abbreviations.

**Q.5. Whether Separate Sheet needs to be filled by each Individual health care facility?**

**Answer 5** – Yes. Every Health care facility must fill their own individual sheet. A separate template needs to be filled for each health facility (government or private) within the district.

**Public Health Infrastructure :- PHC is Considered as a UNIT**. Thus the details of health care workers of all the Subcenters will be listed in the PHC facility Sheet**. Separate Subcenter Sheets should <mark>NOT BE</mark> Created.**

Likewise – In some Instances, CHCs may be having few Subcenters attached to them or field level health workers attached to the CHC. In this case as well, the details of the health care workers to be entered in their respective CHCs.

**Private Facilities –** One Separate Sheet for each Individual Facility. (Even if there is a OPD Clinic with just 1-2 health care staff, still One separate sheet for this facility to be created)

In case of Chain of Hospitals like Apollo, Manipal, Columbia Asia etc, Separate sheet for each Individual facility need to be created and while naming the location of the hospital to be added after the name of the facility so it signifies which branch is it.

**COVID VACC_IMPORT BENEFICIARIES_STATES_UT_BBMP_Manipal_Hospital_Malleshwaram**

**COVID VACC_IMPORT BENEFICIARIES_STATES_UT_BBMP_Manipal_Hospital_Jayanagar**

**Q.6. While writing address, can we put comma?**

**Answer 6** – Yes. Comma is allowed while writing Instituitional or Facility address. An example of address is shown below

**APC Circle, Bannerghatta Road, Bangalore.**

**Q.7 Can we add a column for remark or delete a column if not relevant for facility?**

**Answer 7** – No Column should be added nor deleted in the template. These are standard templates designed for uploading to CVBMS. Hence it has to be retained as it is. Do-not alter, modify the template fields.

**Q.8 What if Date of Birth of the HCW is not confirmed and don't have any valid DOB document?**

**Answer 8** – While registering Date of Birth, there are three fields separately given – Date, Month and Year. If exact date of Birth is not known or not available from the Photo ID, then if year is known, then select 1$^{st}$ day of first month -January from the respective field drop down menu.

- If year of birth also is not known, then put approximate year of birth. **Select 1$^{st}$ day under Date, under Month – select January** from drop down menu. Do not leave any cell blank.

However Month of Birth and Year of Birth are mandatory in the template. As Health care worker has to provide any type of Photo ID (as mentioned in the DDM) which is a mandatory field, hence DOB can be obtained from it if HCW doesn't remember. Otherwise, follow instructions as mentioned above.

**Q.9 – Which Postal code should be considered while entering Beneficiary Postal code in Column V ?**

**Answer 9** – The postal code of the Beneficiary is the Postal code where the health care worker is currently residing. It should be a 6 digit Postal code.

**Note :- Column H – Instituitional postal code** – Postal code of the facility.

**Column V – Beneficiary Postal code** – Postal code of the health care worker where he/she is residing currently.

**Q.10– If HCW is working at two or more places for different period of time in a week or month, where should be the details of such HCW to be captured?**

**Answer 10** – The concept of creating the database is to register the health care worker into the template which would then be uploaded into COVID-19 Vaccine Beneficiary Management System. Hence, such Health care workers can be included in any one facility sheet so that they are not missed nor entries duplicated.

In case of Government facilities, where deputations are present, Districts can decide whether they would include them in the health care facility they are working or health care facility they are drawing their salaries. Ideally, this has connection with the Session planning in future, thus it would be more feasible to include them under where they are working so that, they can obtain Vaccine from the same health facility session for ease of convenience. However if the deputations are temporary and likely to change, then District/Health facility Incharge can decide at their discretion under which health facility it best suits based on the scenario.

Care must be taken that the data of the health care workers should be captured in one of the facility and not missed.

**Q.11. Under what category Anganwadi Worker, ANM, ASHA from drop-down menu to be selected ?**

**Answer 11** - They need to be selected under Field level health worker.

**Q.12. What should be the Photo Id number if Health care worker produces Bank Passbook as Photo Id type.**

**Answer 12** – If a Bank Pass book is submitted as a photo Id type, then photo id number will be **Customer ID/CIF/CRN**. Do-not enter account number of the bank account of beneficiary.

Note – Under Photo Id type, **NEVER TAKE AADHAR DETAILS INTO THE EXCEL SHEET. It has Legal Implications. Hence it is not listed in the Photo ID drop down menu.**

**Q13. Can we use Prefixes while writing Health care workers names like Mrs/Mr/Ms/Dr etc?**

**Answer 13** :- **Prefixes are Not allowed**. Beneficiary name need to start with the First name, Middle Name (Optional) and Last name. Look at the examples - **Sita Raghavan, Laxmi Nagendra Gowda, Pradeep S K** likewise. No prefixes allowed.

**Q14. If there are different blocks/talukas in government like administrative blocks/talukas and health blocks/talukas, Which one should to consider?**

Answer 14 :- Talukas under Health department should be considered if there are different types of talukas existing in any State. An important point here is to ensure that the block/taluka name of the facility mentioned by VCCM while entering the facility template, Session site template should match with the block/taluka which is being written for the same facility under this HCW database template which is being filled by the Facility.

**Q15. Will the data being entered inside the sheet be in CAPITAL LETTERS/small letters/ Sentence case?**

Answer 15 – It doesn't matter technically if different facilities send in different way like few facilities write as All Caps/few write in Small etc. However as mentioned above, in case of the Govt Facilities which are being captured in the facility wise template for taking up details of session sites for eVIN extension by VCCMs, in this case, the way facility name and Block names etc are written must match the way its entered in HCW database sheet by facility.

**Q16. There are some employees who do not have employee ID. What needs to be done in this case?**

Answer 16 – Since Employee ID is not a mandatory field, in case if a health care worker doesn't have an employee ID, this cell need to be filled as NA, do-not leave any cell Blank if information is not available.

### All * marked fields are mandatory and should be filled/selected correctly.

**Q17. What to do if there is a facility / health care worker category in the district which is not fitting into the list of type of institutions/category of health worker respectively given in the drop down menu?**

Answer 17 – If any facility or any health care worker doesn't fit into the category options given in the drop down menu, then there is a provision of a option as OTHERS (SPECIFY). In this case, select Others option and in the next column, specify what type of institution it is. Similarly in case of category of health care workers.

**Q18. What should be entered in the OTHERS COLUMN - J and L, if we select some type of Institution and category of health workers from the drop down menu given in the I column and K Column?**

Answer 18 – As no cell to be left blank, you need to enter NA in the Column J and Column K, if in case facility selects the type of Institution or category of health care worker from drop down menu. If **OTHERS** option is selected in either of Column I or Column K, then **specify** it in the Column J and Column K as appropriate.

**Q19. How to fill the templates for bigger hospitals/medical colleges etc where number of health care workers is more than 1000.**

Answer 19 - Each Template can take **1000 entries** only. **Every 1001$^{st}$** entry should start from a fresh template. Hence if any health facility has more than 1000 HCWs then multiple templates will have to be filled and saved by adding numeric suffix to the facility name. See the example below.

If Victoria Hospital has 1500 Health care workers then, for 1st 1000 HCWs, a template is created, named and saved as below

**COVID VACC_IMPORT BENEFICIARIES_STATES_UT_BBMP_Victoria_Hospital1**

and for remaining 500 HCWs, another template should be created under the same facility name adding a numeric suffix as shown below

**COVID VACC_IMPORT BENEFICIARIES_STATES_UT_BBMP_Victoria_Hospital2**

Likewise, multiple templates will have to be created by the facilities (as one template can take 1000 entries only) until all the health care workers in their facility are listed in the template as we use should not miss any health care worker.

**Q20. Is Mobile Number Mandatory? What needs to be done if the health care worker doesn't have their own Mobile number?**

Answer 20 – Yes. Mobile Number field is Mandatory. A 10 digit Mobile number should be entered. If any health care worker doesn't have his/her own mobile number, they can give Mobile number which is accessible to them. It may be from his family members/office members/friends as per their convenience. Accordingly select from the Column U – whether Mobile number entered belongs to Self or Family or Others.

Mobile number is required as further notifications related to COVID-19 Vaccination will be sent to the Mobile number which is entered in the template that gets uploaded into CVBMS.

**10 digit - Mobile Number – For example :- 9876543210 → This is Correct way of entering the Mobile Number.**

**Do-not add +91 or 0 before the 10 digit Mobile number**

**Disclaimer** *:- This is a process of compilation of Health Care Workers list, does not give any right for the vaccination. The same will be decided by the National Expert Group on COVID -19 Vaccine (NEGVAC)*

**ANNEXURE - 1**

| District Name | Name of RCHO | RCHO - Phone number | Email ID designated in district to send HCW template |
|---|---|---|---|
| Davanagere | Dr Meenakshi K S | 6360640453 | rchodavangere@gmail.com ; dhodavangere@gmail.com |
| Bagalkot | Dr B G Hubballi | 9449843186 | covid19vaccinebgk@gmail.com |
| Bangalore Rural | Dr Sharmila Hede | 9945272616 | covaxbangalorerural@gmail.com |
| Bangalore Urban | Dr Syed Sirajuddin Madni | 9449843182 | bengaluruurbancovid19@gmail.com |
| Belgaum | Dr I P Gadag | 9449843184 | cov19.imm.belagavi@gmail.com |
| Bellary | Dr Anil Kumar | 9449843187 | hwcdatbaseballari@gmail.com |
| Bengaluru BBMP | Dr Kalavathidevi A L | 9620413060 | bbmpcvbms19@gmail.com |
| Bidar | Dr Ravindra Sirasagi | 9449843185 | hwccovidbiadar@gmail.com |
| Bijapur | Dr Mahesh Nagarbetta | 9449843188 | rchovijayapuracovacc@gmail.com |
| Chamarajanagar | Dr K M Vishweshwaraiah | 9449843192 | rchochamarajanagar@gmail.com |
| Chikamagalur | Dr Bharath Kumar K | 9448135742 | chikkamagalurucovid19@gmail.com |
| Chikkaballapur | Dr Channakeshava Reddy | 9449843191 | chikkaballapur.covid.vaccines@gmail.com |
| Chitradurga | Dr Kumar Swmay P C | 9449443190 | covidvaccinechitradurga@gmail.com |
| Dakshina Kannada | Dr Rajesh BV | 8296417555 | dkrcho.covidvacc2020@gmail.com |
| Dharwad | Dr.S M Honkeri | 8277332970 | covid19dharwad@gmail.com |
| Gadag | Dr.B M Gojanur | 9449843196 | hcwdatagadag@gmail.com |
| Gulbarga | Dr Prabhuling K Manakar | 9060189258 | rchoklbcovid19@gmail.com |
| Hassan | Dr Kantharaju K P | 9449843200 | rchohassancovaccine@gmail.com |
| Haveri | Dr M Jayanand | 9449843198 | havericvbms@gmail.com |
| Kodagu | Dr. S. Gopinath | 9449843203 | rchokodagu2@gmail.com |
| Kolar | Dr Vijayakumari | 7795647885 | cvbmscovid19kolar@gmail.com |
| Koppal | Dr. Jambaiah B | 9449843201 | koppalcvbms@gmail.com |
| Mysore | Dr Ravi L | 9449843205 | mysorerchocovid19cvbms@gmail.com |
| Raichur | Dr. Vijaya K | 9449843207 | dpmraichurc19hr@gmail.com |
| Ramanagara | Dr Padma GL | 9449843206 | cavidvac20@gmailcom |
| Shimoga | Dr Nagaraj Naik | 9845636926 | rchoshimoga@gmail.com |
| Tumkur | Dr Keshav Raj G | 9448432599 | rchotmk@gmail.com |
| Udupi | Dr M G Rama | 9902963542 | udupicovidvaccine@gmail.com |
| Uttara Kannada | Dr Sharad Nayak | 94498433212 | ukcovidvaccine20@gmail.com |
| Yadgir | Dr Surya Prakash M Kandkur | 8217716252 | rchoyadgiri@gmail.com |