

LADY HARDINGE MEDICAL COLLEGE & ASSOCIATED HOSPITALS
NEW DELHI – 110001

Date: 18 / 04 / 2020

LHMC/ TELE-HEALTH/2020/

12759

CIRCULAR

As you are aware that COVID-19 pandemic and lockdown by the Govt. has greatly affected accessibility of healthcare services to the general public. Patients are having great difficulty to visit the hospital OPD to get consultation and advise during this period of crisis. Recently the GOI has allowed practicing of medicine over media. In view of above said facts, we propose to start the Tele-Medicine / Tele-health facility for LHMC & attached Hospitals as per MCI (Board of Governors)

The Guidelines are attached herewith, and it is proposed to start the Tele-Medicine/Tele-Health facility from the Medical Education Unit, 1st Floor, Swarna Jyanti Auditorium, w.e.f Monday 20/04/2020.



(Dr N N Mathur)
Director & Addl. DGHS
LHMC

Copy to:

1. All HODs, LHMC & Associated Hospitals
2. All Addl. MS
3. All CMOs
4. DDA
5. CNO
6. PA to Director

GUIDLINES FOR TELE-MEDICINE/TELE-HEALTH FACILITY AT LHMC

1. Everyone is herewith directed to go through the Telemedicine Practice Guidelines vide MCI-211(2)/2019(Ethics)/201858, dated 25.03.2020, issued by the Board of Governors.
2. All HODs will prepare a duty rooster of following members during the time period of Consultation. (Faculty- One, Senior Resident- One, JR or Non PG JR- One/ Two). The JR would receive the call, and welcome as well as provide a disclaimer to the caller (**Annexure D**). He would carry out manually as per the **Annexure 2**, the registration of the caller and would take down the chief complaint and the relevant history. Senior Resident in consultation with the Faculty would prescribe the appropriate investigations, advice and medicines as per **Annexure 1**.
3. Initially we would like to provide the services over the landline telephone. Time-Day slots are given to different departments, as per **Annexure A**. The patient's can call during these times or otherwise and they would get general information and suitable advice. If they call during the time slots, Sr. Doctors of that department would be available and prescriptions can be given over voice and SMS after verifying the callers. The calls would have to be recorded, on the **Annexure 2** form manually by the JR concerned, to ward off legal issues.
4. The Flow chart for Tele- Consultation for 1st Consult and for second/ follow up Consult are as per **Annexure B, C**.
5. The Tele-health OPD Schedule for the different Departments are in **Annexure A**.
6. The following Contact Nos would be used for Tele-health/Tele-medicine services.
 - a) Landline No. **011-23408202, 011-23363728 Ext -8202**
 - b) Mobile No.& Whatsapp No. **+91-9354770787**
 - c) Email ID telemedicinelhmc@gmail.com

TELE-MEDICINE SCHEDULE at LHMC & Assoc. Hospitals (**MONDAY, WEDNESDAY AND FRIDAY**)

S.NO.	TIMINGS	DEPARTMENT
1.	09 AM TO 10 AM	PSYCHIATRY & Deaddiction Clinic (Alcohol & Tobacco)
2.	10 AM TO 11 AM	MEDICINE SURGERY/Plastic Surgery/Neuro Surgery Dietary Clinical Pharmacology (Pharmacovigilance) & Reconciliation
3.	11 AM TO 12 PM	Community Health & Tele-Medicine with various Satellite Clinics (Only on Wednesday) (Monday) Diabetic/ Clinical Pharmacology (Pharmacovigilance) & Reconciliation (Friday) Hypertension Clinic/ Clinical Pharmacology (Pharmacovigilance) & Reconciliation
4.	12 PM TO 1 PM	Obst & Gynae / Neonatology/ANC/Family Planning
5.	1 PM TO 2 PM	Neuro Sciences/PMR
6.	2 PM TO 3 PM	Pediatric Medicine/Pediatric Surgery/Neonatology
7.	3 PM TO 4 PM	ORTHOPEDICS/PMR

TELE-MEDICINE SCHEDULE at LHMC & Assoc. Hospitals (**TUESDAY & THURSDAY**)

S.NO.	TIMINGS	DEPARTMENT
1.	09 AM TO 10 AM	Hypertension Clinic/ Clinical Pharmacology (Pharmacovigilance) & Reconciliation
2.	10 AM TO 11 AM	Diabetic/ Clinical Pharmacology (Pharmacovigilance) & Reconciliation
3.	11 AM TO 12 PM	PSYCHIATRY & Deaddiction Clinic (Alcohol & Tobacco)
4.	12 PM TO 1 PM	ENT / OTORHINOLARYNGOLOGY
5.	1 PM TO 2 PM	Dental & Oral Health/Oral & Maxillofacial Surgery/ Tobacco Cessation
6.	2 PM TO 3 PM	EYE / OPHTHALMOLOGY
7.	3 PM TO 4 PM	SKIN / DERMATOLOGY

TELE-MEDICINE SCHEDULE at LHMC & Assoc. Hospitals (**SATURDAY**)

S.NO.	TIMINGS	DEPARTMENT
1.	09 AM TO 10 AM	PSYCHIATRY & Deaddiction Clinic (Alcohol & Tobacco)
2.	10 AM TO 11 AM	PULMONARY MEDICINE/Tuberculosis/DOTS/Smoking Cessation
3.	11 AM TO 12 PM	MEDICAL ONCOLOGY AND RADIATION ONCOLOGY

To avail the services, patients can dial at

Mobile No. +91-9354770787

Telephone No. 011-23408202, 011-23363728 Ext -8202

Apart from above, service can be obtained through Video call via

WHATSAPP No. +91-9354770787

Email ID telemedicine@lhmc@gmail.com

**First Consult:
Patient and Registered Medical Practitioner (RMP)**

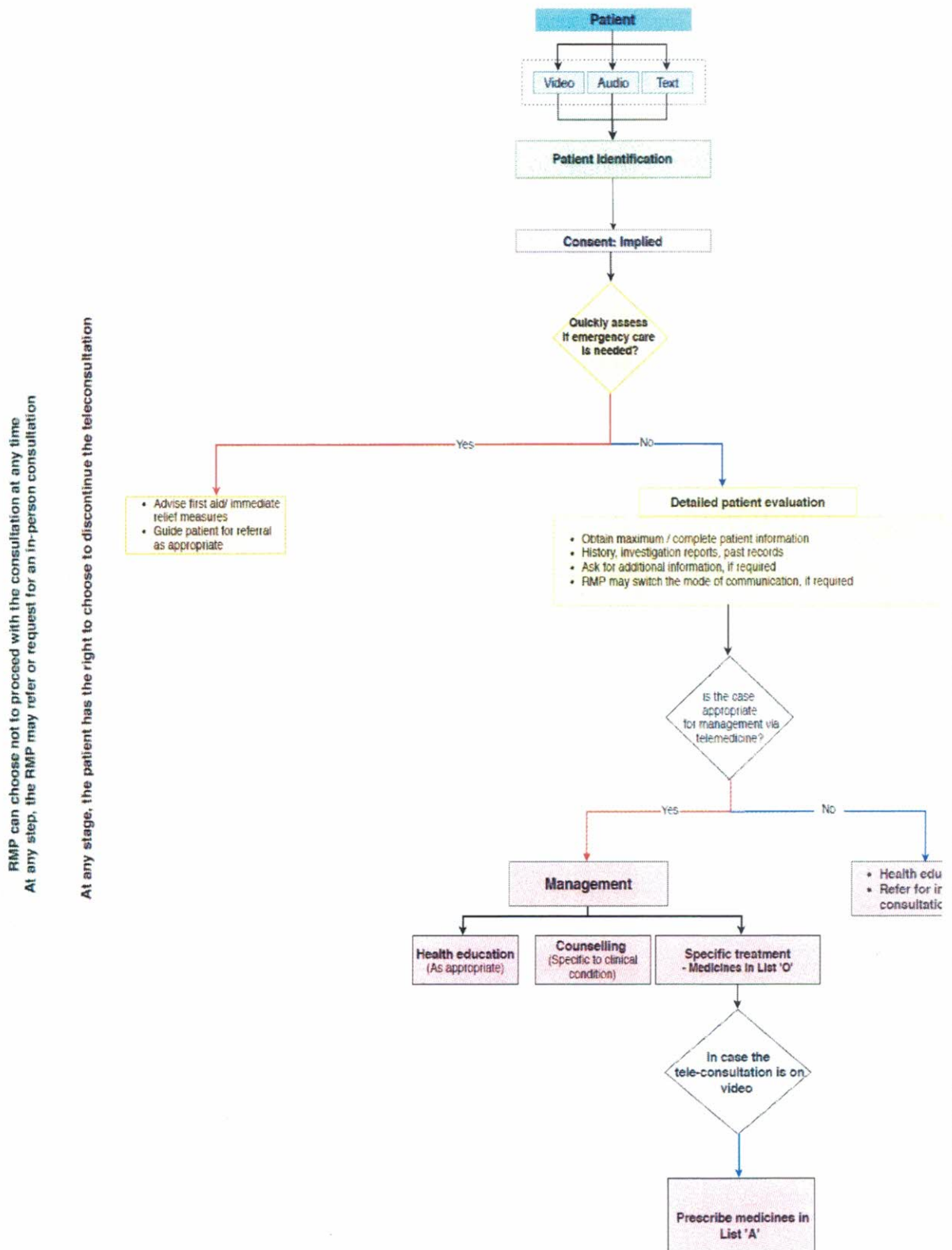


Figure 1: Flow chart for teleconsultation for first consult

**Follow up Consult:
Patient and Registered Medical Practitioner (RMP)**

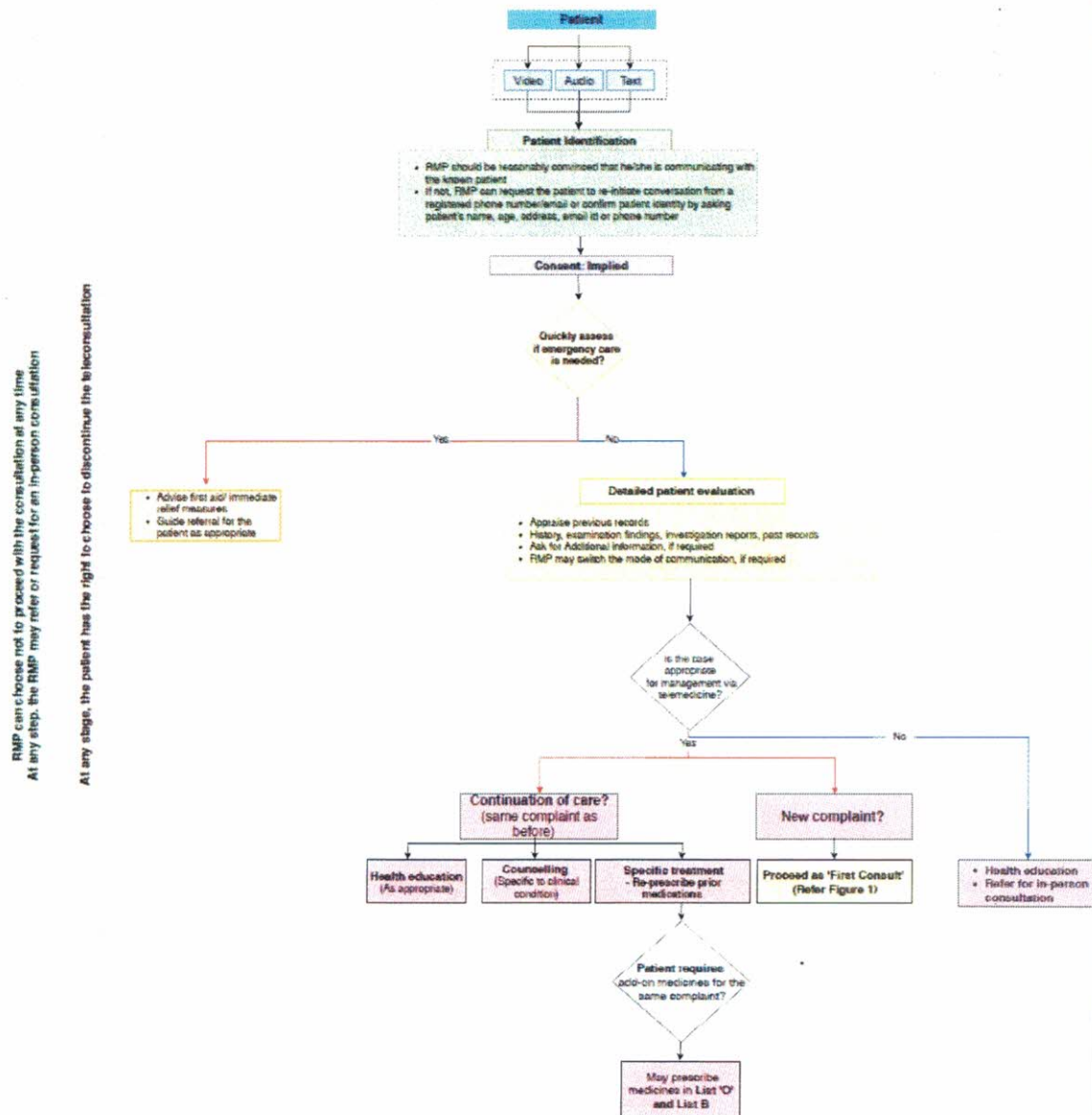


Figure 2: Flow Chart for teleconsultation on follow-up Consult

Tele-Health Centre**1. Welcome message**

- Thank you for calling Lady Hardinge Medical College & Associated Hospitals. Please hold on, a doctor will answer your call as soon as possible.
- लेडी हार्डिंग मेडिकल कॉलेज एवं एसोसिएटेड अस्पताल को टेलीफोन करने के लिए धन्यवाद। कृपया प्रतीक्षा करें और हमारे डॉक्टर में से कोई भी आपके कॉल का जल्द से जल्द जवाब देगा।

2.

- If you or your family doctor is of the opinion that your illness is an Emergency, you are requested to report to the Dept. of Accident & Emergency, SSK Hospital & KSCH immediately or any other Government Hospital in the near vicinity.
- यदि आप या आपके परिवार के डॉक्टर की राय है कि आपकी बीमारी एक इमरजेंसी है, तो आपसे अनुरोध है कि दुर्घटना के समय और आपातकालीन स्थिति में, एसएसके अस्पताल और केएससीएच को या आसपास के किसी अन्य सरकारी अस्पताल से तुरंत संपर्क करें।

3. Disclaimer

- Prescription given by the doctor is based on the information furnished by the patients. Doctors will not take any responsibility if patient fail/ hide any important information related to his illness, LHMC shall not be responsible for any adverse consequences.
- चिकित्सक द्वारा दिया गया पर्चे मरीजों द्वारा प्रस्तुत जानकारी पर आधारित है। यदि रोगी अपनी बीमारी से संबंधित कोई महत्वपूर्ण जानकारी छिपाने में विफल रहता है, तो डॉक्टर कोई जिम्मेदारी नहीं लेंगे। एलएचएमसी किसी भी प्रतिकूल परिणाम के लिए जिम्मेदार नहीं होगा।

4.

- Are you interested in Tele Consultation from our Doctors for your Medical Problems?
 - If Yes, Say 'YES'
 - If No, Say 'NO'
- क्या आप अपनी चिकित्सा समस्याओं के लिए हमारे किसी एक डॉक्टर के साथ परामर्श में रुचि रखते हैं?
 - यदि हां, तो 'हाँ' कहें
 - यदि नहीं, तो 'नहीं' कहें

5. Wait for your turn

- Kindly have patience and wait for your turn to come.
- कृपया धैर्य रखें और अपनी बारी आने का इंतजार करें।

6. Registration data

- Kindly provide your age, gender, address, mobile number and the OTP which is generated in your mobile. If mobile is not there then give your Aadhaar Number for identification.
- कृपया अपनी आयु, लिंग, पता, मोबाइल नंबर और ओटीपी प्रदान करें जो आपके मोबाइल में उत्पन्न होता है। अगर मोबाइल नहीं है तो पहचान के लिए अपना आधार नंबर दें।

MEDICINE LISTS

List O

- **Common over-the counter medications such as**
 - Antipyretics: Paracetamol
 - Cough Supplements: Lozenges,
 - Cough/ Common-cold medications (such as combinations of Acetylcysteine, Ammonium Chloride, Guaifensin, Ambroxol, Bromhexene, Dextromethorphan)
 - ORS Packets
 - Syrup Zinc
 - Supplements: Iron & Folic Acid tablets, Vitamin D, Calcium supplements
 - Etc
- **Medications notified by Government of India in case from time to time on an Emergency basis**
 - Such as Chloroquine for Malaria control for a specific endemic region, when notified by Government

List A

- **First Consult Medications (Diagnosis done on video mode of consultation) such as**
 - Ointments/Lotion for skin ailments: Ointments Clotrimazole, Mupirocin, Calamine Lotion, Benzyl Benzoate Lotion etc
 - Local Ophthalmological drops such as: Ciprofloxacin for Conjunctivitis, etc
 - Local Ear Drops such as: Clotrimazole ear drops, drops for ear wax etc..
 - Follow-up consult for above medications
- **Follow-up medications for chronic illnesses for 're-fill' (on any mode of consultation) such as medications for**
 - Hypertension: Enalapril, Atenolol etc
 - Diabetes: Metformin, Glibenclamide etc
 - Asthma: Salmeterol inhaler etc
 - Etc

List B

- **On follow-up, medications prescribed as 'Add-on' to ongoing chronic medications to optimize management such as for hYpertension: Eg, add-on of Thiazide diuretic with Atenolol**
 - Diabetes: Addition of Sitagliptin to Metformin
 - Etc

6.1 SAMPLE PRESCRIPTION FORMAT

LHMC Tele-Health Reg. No.

REGISTERED MEDICAL PRACTITIONER'S NAME

QUALIFICATION

REGISTRATION NUMBER

ADDRESS

CONTACT DETAILS (EMAIL AND PHONE NUMBER)

Date Of Consultation

Name of Patient

Address

Age

Gender

Height

(wherever applicable)

Weight

(wherever applicable)

LMP

(wherever applicable)

CHIEF COMPLAINTS**DIAGNOSIS OR PROVISIONAL DIAGNOSIS****RELEVANT POINTS FROM HISTORY****EXAMINATION / LAB FINDINGS****SUGGESTED INVESTIGATIONS****Rx**

1. NAME OF MEDICINE (in capital letters only with generic name)
drug form, strength, frequency of administration & duration.
2. NAME OF MEDICINE (in capital letters only with generic name)
drug form, strength, frequency of administration & duration.
3. NAME OF MEDICINE (in capital letters only with generic name)
drug form, strength, frequency of administration & duration.

SPECIAL INSTRUCTIONS**RMPs Signature & Stamp**

Note: This prescription is generated on a teleconsultation.