Through e-Mail

Dr. R S Sharma,
Chief Executive Officer
National Health Authority
New Delhi.

<u>Subject: Time critical Suggestions</u>

Dear Sir,

We at the Health Parliament- A think Tank on Evidence-Based Policymaking, would like to draw your attention towards a technically feasible solution that can address the frauds happening in the name of fake allotments of beds and the lack of proper strategy to guide or provide authentic information & genuine medicines to the public during this pandemic crisis.

The government needs to introspect that today when we are unable to help our citizens to provide them basic requirement of beds, oxygen and medicines, that too, when this pandemic is not at its peak, what strategies have we put in place to address this situation when this reaches the peak.

India's National Health Policy 2017 gave a direction for robust healthcare. Even Health Information Exchange program & Health Helplines were planned in 2017; why do we always fail in implementation? It is time to take the bureaucrats to task for stalling these projects, and it is also important that we move ahead considering the following submission:

We wish to submit time-critical suggestions amidst the worsening scenario of COVID-21:

- Just like aviation, where there are websites and apps where one can see a live status of seat availability and book flights across the world, shouldn't the healthcare industry too have such a website and a mobile app, wherein patients can access the availability of clinicians, beds along with ventilators, oxygen, and ICUs etc. along with pricing? Also, the patient with Aadhaar based identification should be able to access the information about clinicians, beds, equipment and pharmacies where the treatment for a medical condition can be availed in their nearby areas. This will not only help in saving patients during the golden hour, but also in getting time-critical treatment, equipment and medicines. This website / app should allow people to block beds, seek consultation, and the providers can block/ hold it for a particular time till the patient is in transit. The hospitals can hold the booking or call the person or track the person based on the ETA. Also, depending on the situation of the patient, the hospital can make the necessary arrangements and decide their plans or strategies and act upon them the moment the patient arrives.
- Such an app /website will actually avoid the scenario that had recently happened in Karnataka where the beds were allotted to dummy patients and later on the beds were sold at hefty prices.

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- The government should develop a portal where the public can access genuine and verified, authenticated information related to COVID-21. National Health Portal can be a go-to source for the same.
- Jan Aushadhi and AMRUT stores should move online for e-sales, and the local stores can be used for the fulfilment. Postal and private courier services can also be used for delivery. We must leverage the vast pharmacy network for being the first responders for such a crisis.
- Government must open its telemedicine platform - e-Sanjeevni to private players for free, and also provide financial incentives for doing digital consultations through this portal.

Every day we are hearing precious lives being lost in searching for the availability of treatment and beds; with such solutions, we will save many lives.

We at Health Parliament urge you to develop such a solution with all the information that a patient would need irrespective of a private hospital, public hospital or even the availability of medicines at the nearby stores.

The current scenario is critical and at present, we need to *immediately start implementing plans for handling the crisis* and strategize on how to address the pandemic when it is at its peak, *considering that 10 percent or more of the population may get affected with COVID-21, which may likely happen*.

We need to be swift in our actions as every moment counts, and if any delay in implementing, it would cost us lives. The current attitude of the bureaucratic system of sitting over plans and not delivering on time compels us to think that we actually just waited to let this situation arise! Just imagine, if we had the process in place and a robust healthcare system, we could have saved many lives.

We hope you will consider our submissions and take appropriate actions. We also hope that such digital health platform would be developed and implemented in the next 30 days. We are also planning to file a PIL for the above in Supreme Court.

We remain at your disposal for any further details or clarification and support.

Best regards,

Ms. Mevish P Vaishnav
Health Parliament

CC:
Prime Minister
Chief Justice of India
Union Health Minister, Government of India.
Prof. Rajendra Pratap Gupta, Founder & Chairman- Health Parliament