

## Information Layout

**Programme:** MEDICAL HELPLINE :104

**Introduction:** The Government has setting up an inbound Medical Helpline for the convenience of the general public. This call center is functioning round the clock 24X7 hrs and in this helpline the services available in three languages, viz. Punjabi, Hindi and English.

**Background:** The Government has started 104 Medical Helpline call center from June 2014, for which the State Government has entered into an agreement with M/s Ziqitza Healthcare Limited Mumbai through tendering process. Call Centre has been setup at SDH Kharar (Sahibjada Ajit Singh Nagar). Medical Helpline can be availed 24x7 hrs free of cost to all the citizens in the State from anywhere by dialing 104 from any Landline or Mobile phone.

The aim is to provide First aid information or advice as well as any other health related services to general public about queries in the following areas:

1. Information Directory for tracking health services providers/institutions, diagnostic services, hospitals etc.
2. Complaint Registration about person/institution relating to deficiency of services, negligence corruption, etc. in government healthcare institutions.
3. Advice on long term ill conditions like diabetes, heart issues etc.
4. Response to health scares and other localized epidemics
5. Counseling and advice (stress, depression, anxiety, post-trauma recovery, HIV, AIDS, RTI, STI etc.)
6. Health and symptoms checker (initial assessment, flu advice, pregnancy related information etc)
7. First aid information and advice.
8. Any other health related services/ issues.

**Current Status:** Currently this helpline having 10 seats. Each seat is expected to take approximately 300 calls per day.

**Nodal Officers:** Dr. Suman Bali, Deputy Director PHSC-cum-Nodal Officer 104  
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