

Hoax calls disturb Assam health services



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Daya Nath Singh 11 January 2014 13625 views

The Govt of Assam along with GVK EMRI launched 102 National Ambulance Service (NAS) on September 1, 2013 by Union health and family welfare minister, Ghulam Nabi Azad in presence of Assam Chief Minister, Tarun Gogoi and state health and family welfare minister, Himanta Biswa Sarma and distinguished guests from state government; NRHM and GVK EMRI, Assam. It has now completed 120 days of operation, according to a press release issued by the organization. 102 NAS is the first of its kind in the country to serve Inter Facility Transfer (IFT). The service is for referred patient from a lower hospital to higher hospital. NAS in its 120 days journey has got a fleet strength of 279 vehicles out of total 450 vehicles and covered all the 27 districts of the state. It had attended to 14,128 IFT cases by the end of year 2013 and covered 24 civil hospitals, 13 sub divisional civil hospitals, 40 FRUs and 108 CHCs across Assam. The response centre in Guwahati had received over four lakhs calls out of which 3.5 lakhs are ineffective calls comprising of No response, hoax, and child calls etc., according to EMRI spokesperson Dhurjoti Prasad.

Increase in the fleet size from 280 to 380 for 108 Mrityunjoy Emergency Response Service and 100 to 235 for Adarani (Drop back service) operations given GVK-EMRI opportunity to serve more people with better, faster and effectively. More than fifteen lakhs medical emergencies, six lakhs pregnancy emergencies, 97,000 RTA and most encouraging 67,000 lives were saved by 108 Mrityunjoy services. As an organization GVK EMRI is committed to avail, upgrade and implement the best in class technology in EMS to serve the community in times of emergency. During 2013, they introduced many new features in existing global standard application. They merged the CODO and rolled out the advance featured ERO (Emergency Response Officer) application which helped it to reduce ERC (Emergency Response Centre) response time. It installed AVL devices in all ambulances. Recently added Google maps in the ERO application would help them reducing time for assigning an ambulance.

To ensure adherence to Global EMS standards and high quality of pre-hospital care EMRI maintains that the Knowledge and training is as an essential activity in its core cooperation. The organization has increased the frequency of refresher training for EMT and pilots. It encouraged Global Certification Programme (GCP) for EMTs. 836 EMTs were given GCP training. The aim is for enhancing pre-hospital care qualities, standards and services for people of the state, the release added. With 100 vehicles in Adarani service the EMRI use to serve 72,764 beneficiaries with an average of 7000+ beneficiaries per month. After adding additional 135 vehicles, as on date it is covering 315 hospitals throughout Assam with a fleet strength of 235 vehicles, serving approximately twenty thousand beneficiaries per month and the EMRI has served 2.80 lakh beneficiaries, the release added.

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