

**GOVERNMENT OF INDIA
MINISTRY OF HEALTH AND FAMILY WELFARE
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**LOK SABHA
UNSTARRED QUESTION NO. 5688
TO BE ANSWERED ON 7th APRIL, 2017**

BPO DOCTOR ON CALL

**5688. SHRI T. RADHAKRISHNAN:
SHRI S.R. VIJAYAKUMAR:
SHRI ASHOK SHANKARRAO CHAVAN:**

Will the Minister of **HEALTH AND FAMILY WELFARE** be pleased to state:

- (a) whether the Government proposes to start the country's first Health BPO Doctor on call;
- (b) if so, the details thereof along with the aims and objectives thereto;
- (c) the time by which it is likely to be made functional; and
- (d) the other steps taken/being taken by the Government to reduce pressure on hospitals?

**ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SMT. ANUPRIYA PATEL)**

(a) to c): Yes. Government proposes to start "Doctor on Call (DoC)- 24*7 National Health Help Line" for addressing the medical queries of the citizens telephonically. The expected objectives of this scheme are:

- i. Decrease in personal visit at medical health care centre thus reducing the load at Govt. Hospitals.
- ii. Speedier Consultation.
- iii. Increase in Govt. To Citizen/Citizen to Govt. Interaction.
- iv. Helps in building trust factor in government services and deliverables

The scheme is yet to be approved by competent authority.

(d): Following steps are taken/being taken by the Government to reduce pressure on hospitals:

- Primary Health Centres and Sub centres are being strengthened by increasing the number of services provided from these facilities. Sub-centres are being expanded into Health and Wellness Centres with additional human resources in phased manner to provide enhanced health services.
- Government is establishing telemedicine centres in rural areas for virtual consultations with specialists by utilizing Telecom/SATCOM infrastructure.
- Online Registration System (ORS) has been introduced for scheduling appointments with doctors and specialists at major tertiary care hospitals by citizens reducing long queue and rush at the hospitals.