COMMISSIONERATE
Health & Family Welfare Services

DD/EMRI/HQES/79/19-20   Date: 30.7.2020

CIRCULAR

Sub: Role and Responsibilities Of 108 Ambulance Service in COVID management in BBMP.

After consultation with BBMP's patient transfer team following guidelines are issued:

1. **BBMP support to 108 fleet:**
   - BBMP has provided 25 ALS ambulances to 108.
   - Out of this, 17 are provided for the purpose of enhancing the 108 COVID ambulance fleet and another 8 are provided for use at Govt Covid Care Centers (CCC).
   - With this, the total dedicated fleet of 108 for COVID handling COVID patients and COVID suspects was informed to be 109 in numbers and are said to be sufficient even for handling the upcoming CCC's from the team of 108 Ambulance services.

2. **108 Admin login access to CHBMS portal for the following:**
   - **For Covid patients (after ascertaining proof of having tested positive) -**
     - **Distress call (SARI)** – Block HDU/ICU/ICU-V bed using only SRF ID (and BU No if available)
     - **Non-distress but panic calls** – Block beds in CCC using only SRF ID (and BU No if available)
   - **For Covid Positive patients - Step Up from CCC to Hospitals** – Block beds in Hospitals using only SRF ID (and BU No if available)
   - **For Covid Suspects (SARI) distress call** – Block ICU / ICU-V bed (isolation ward) in Hospitals using only name and mobile number of the patient

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o **For Rapid Antigen Test (RAT) – Severely Symptomatic Covid positive patients who are under distress and requires hospitalization** – Block HDU/ICU/ICU-V bed using only SRF ID (and BU No if available).

3. **DETAILED WORKFLOW:**
   - **Covid Positive Patients:**
     o As detailed above, 108 shall be responsible for transferring all COVID positive patients who makes distress calls due to SARI condition to Hospitals and those who have made non-distress but panic calls to CCC's and for those who need to be shifted from CCCs to Hospitals.
     o If the person in distress (SARI) is a Covid positive patient, the 108 team would login in to the CHBMS portal and allocate HDU/ICU/ICU-V beds in Covid hospitals using the SRF ID of the patient as conveyed and transfer him to such hospital in their ALS ambulance. **However, it is the responsibility of the 108 team to ensure that no non-Covid patient gets admitted to Covid beds by duly verifying the proof of having tested Covid Positive.**
     o In case any patient who is Covid positive is not in any kind of medical distress but for psychological comfort wants to be shifted to Health Care Facility, then 108 shall drop him at CCC and CCC shall admit such patient as a walk-in patient using the SRF ID. Facility will also be provided soon in CHBMS for blocking CCC beds by 108 Ambulance team.
   - **Step Up services at Govt CCCs:**
     o 108 shall station ambulances as per requirement at CCCs. These shall be used as Step Up Ambulances for shifting C+ patients who have developed moderate to severe symptoms from CCCs to hospitals.
     o 108 shall deploy as many ALS ambulances as required for presently functioning 10 Govt CCCs and those that would come up in the near future.
     o 108 shall login to CHBMS and block beds in hospitals and then shift the patient to Hospital.
   - **Covid Suspect Patients - Distress calls from Severe Acute Respiratory Infection (SARI):**
     o Such patients who are not tested for any Covid, but have SARI symptoms shall be attended to by 108 and be shifted to those

designated hospitals having dedicated Isolation beds (ICU/ICU-V) for SARI/Covid Suspects.

o Login provided in CHBMS would allow 108 to block ICU/ICU-V isolation ward beds using name and mobile number of the patient.

o Once such admitted patients turn positive after due Covid tests, hospital will intimate 108 for either blocking the COVID bed available in the same hospital and shift the patient accordingly.

o If no Covid beds are available in the same hospital, then 108 shall shift the patient from that hospital to some other hospitals through blocking the bed in CHBMS having COVID beds.

- **Rapid Antigen Test (RAT) Positive Patients who require hospitalization:**

o RAT is being undertaken at UPHCs and through mobile teams.

o As and when someone tests positive, the UPHC shall take up medical triage and if found asymptomatic or mildly symptomatic, Medical Officer shall recommend Home Isolation or CCC. The ZCCC and zonal ambulances shall be used to transfer such patients to CCCs. CCCs shall allow such patients to be admitted based on the SRF ID.

o Only in the cases where RAT Covid positive patients are severely symptomatic and under distress requires immediate hospitalization, the health care facility / UPHC shall immediately notify 108 to shift such patients to hospitals.

o 108 shall login to CHBMS and block HDU/ICU/ICU-V beds in hospital as per availability and then transport the patient to that facility.

20.7.20

COMMISSIONER
Health and Family Welfare services.

To,
1) Commissioner, BBMP.
2) Additional Chief Secretary, Health and Family Welfare dept.,
3) Chairman and Managing Director, BWSSB.
4) Special Commissioner, BBMP.
5) Director, Health and Family Welfare Services.
6) DD, EMRI.
7) Dr. Rajini, Immunization (in-charge 108 COVID services).