

Covid + Patient Shifting and Tracking Workflow (for Officials)

ICMR Portal and Covid Patient Tracking (CPT) Cell at Head Office

- The details of every individual who takes up Covid test are uploaded by testing labs and are captured in the ICMR (Indian Council of Medical Research) portal.
- A unique ID, referred as SRF (Specimen Referral Form) ID, is generated and shared to the individual, through sms on his mobile at the time of test.
- The results of the Covid test are then generated against these SRF IDs and are updated in the ICMR portal against a unique ICMR No.
- A dedicated team at BBMP head office, referred to as CPT Cell, accesses and downloads the Covid Positive (C+) reports in the ICMR Portal at regular intervals, on an hourly frequency.
- These reports containing patient details, address, contact number and the unique ICMR No are then uploaded in Index Application (I.A), an application custom made by BBMP to auto generate Bangalore Urban (BU) Codes and assign the zones based on patient's address available in ICMR Portal into 8 zones of BBMP and 4 Urban talukas using GIS automatically.
- Once the BU codes and Zones are assigned to the patients list, those lists are pushed to the 9 Zonal logins for necessary action. These include 8 zones of BBMP and 1 zone which includes all the talukas of Bangalore Urban district.

Role of Zonal Control and Command Centres (ZCCCs)

- Every ZCCC has a Nodal Officer and he/she has been given access to the I.A for that zone. 4 such login credentials are made available for each zone.
- The concerned Nodal Officers of the Zones will login through the Index App to see the patient details as allocated to the Zones. The Zonal team then reaches out to the patients over phone to understand their current situation. The details collected are then updated in the I.A. Based on these details, the triaging teams in the zones determine whether the patient needs to be Hospitalized, sent to Covid Care Centre (CCC) or to be kept in Home Isolation (HI). The case is classified as "Under Process" until this is finalised and patient record updated.
- If Home Isolation is requested by the patient, a team from BBMP visits his/her home and checks whether the house and the locality is suitable for the patient to be in Home Isolation (HI). If the situation is not favorable for HI, the team would recommend the zones to allocate bed to the patient in a CCC or Hospital depending on the condition of the patient through the Covid Hospital Bed Management Portal (CHBMS). Alternatively, if the house is found suitable for HI, it is recommended for subsequent Medical Triage by the dedicated H.I Team. After medical triage if the person has to move to Hospital / CCC the zones will allot the bed through CHBMS and the transportation is also organized by BBMP.
- Also, if the patient is continuing Home Isolation, the Triaging team in the Zone would do periodic checkups and see whether the patient is recovering. If the patient is stable, the patient would be allowed to continue Home Isolation. Else, the patient would be shifted to CCC or Hospital depending on the condition of the patient. Again the bed is allotted by zone through CHBMS.
- All bed allocations in Hospitals and CCCs would be through the CHBMS portal by ZCCC. The Bed Allocation team of the Zones would then login in to CHBMS and block bed in the required category of bed (General, HDU/BWO, ICU & ICU-V) for the patient. No separate authorization/slips are required for admission to hospitals other than the online Bed Booking done.

- The ZCCC would then share the details with the Ambulance team, and they shift the patient to the hospitals/CCCs. Actually, as soon as the bed is allotted through CHBMS the data shall flow to the ambulance provider for allotment of vehicle. The moment and the destination of the patient will be captured and would flow back to CHBMS and would be linked to the patient admission software. This part of the process is under development and would be completed soon.

Role of Hospitals

- The Hospitals would get notifications regarding the new admissions pending as they login through the SAST portal. SAST portal at the hospital end is integrated with CHBMS portal at BBMP's end.
- The patient is then admitted in the SAST portal, and the bed availability details are automatically updated in the CHBMS portal as well.
- Upon recovery, the patient would be discharged from the hospital and the details would be updated in the SAST portal which would again reflect in CHBMS.
- So at any point of time, the CHBMS portal shall reflect the bed availability status across hospitals and CCCs for blocking beds for C+ patients from ZCCC.

Covid Care Centers (CCC)

- Whenever a patient is allocated to a CCC through the CHBMS system, the officials in CCC needs to login through their portal and update the admission immediately on arrival of the patient. Similarly at the time of discharge the updation should be done in the portal.
- For walk in patients, the CCC shall use the CHBMS portal to admit the patient with atleast SRF ID as the mandatory field. However the proof of patient having tested positive is to be checked by the CCC before allowing.
- The patient health is continuously monitored and if the patient is recovering, then s/he may be discharged after ten days.
- However, if the medical condition gets worse, the patient may be shifted to a hospital and the CCC would update the status in the portal.

Role of 108 – Emergency Ambulance Service

- 108 Ambulance team would focus only on the distress calls from patients which would primarily include Severe Acute Respiratory Infection (SARI) cases.
- SARI cases would themselves be under two categories – one where the patient is Covid positive and another where he may or may not have been tested for Covid or is awaiting results.
- The 108 team, upon receiving the call would check which of the categories the patient belongs to.
- If the person in distress is already a Covid positive patient, the 108 team would login in to the CHBMS portal and allocate HDU/ICU/ICU-V beds in Covid hospitals against the concerned SRF ID of the patient as conveyed and transfer him to such hospital.
- However, if the patient may or may not have been tested for Covid or is awaiting results, he is classified as a Covid suspect and such patients may be shifted by 108 to those designated hospitals with dedicated Isolation beds (HDU/ICU/ICU-V) for SARI/Covid Suspects.
- If a patients calls and claims to be Covid positive patient but he is not in distress, the 108 ambulance will pick him and admit him to the CCC based on his/her SRF-ID.
- *Rapid Antigen Test (RAT)*: The PHC conducting the RAT will come to know of the covid positive status of patient and will be in a position to decide whether the patient has to go to CCC / Hospital etc. Accordingly 108 ambulances will pick him and based on SRF ID, the person will be admitted to various health care facilities.
- In case the mobile team is conducting RAT at any location and person tests positive then after the medical triage of the patient at the UPHC, 108 ambulances would be used to shift the patient to various health care facilities based on SRF ID.

Covid Patient Tracking (CPT) Cell, BBMP

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