Essentials of
Home based monitoring and virtual care in COVID-19

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StepOne

The George Institute
for Global Health   India
Better treatments. Better care. Healthier societies.

Essentials of
Home based monitoring and virtual care in COVID-19

Evidence base on home monitoring in acute Covid-19

Guidance on oximetry

Training for Health Professionals in remote monitoring

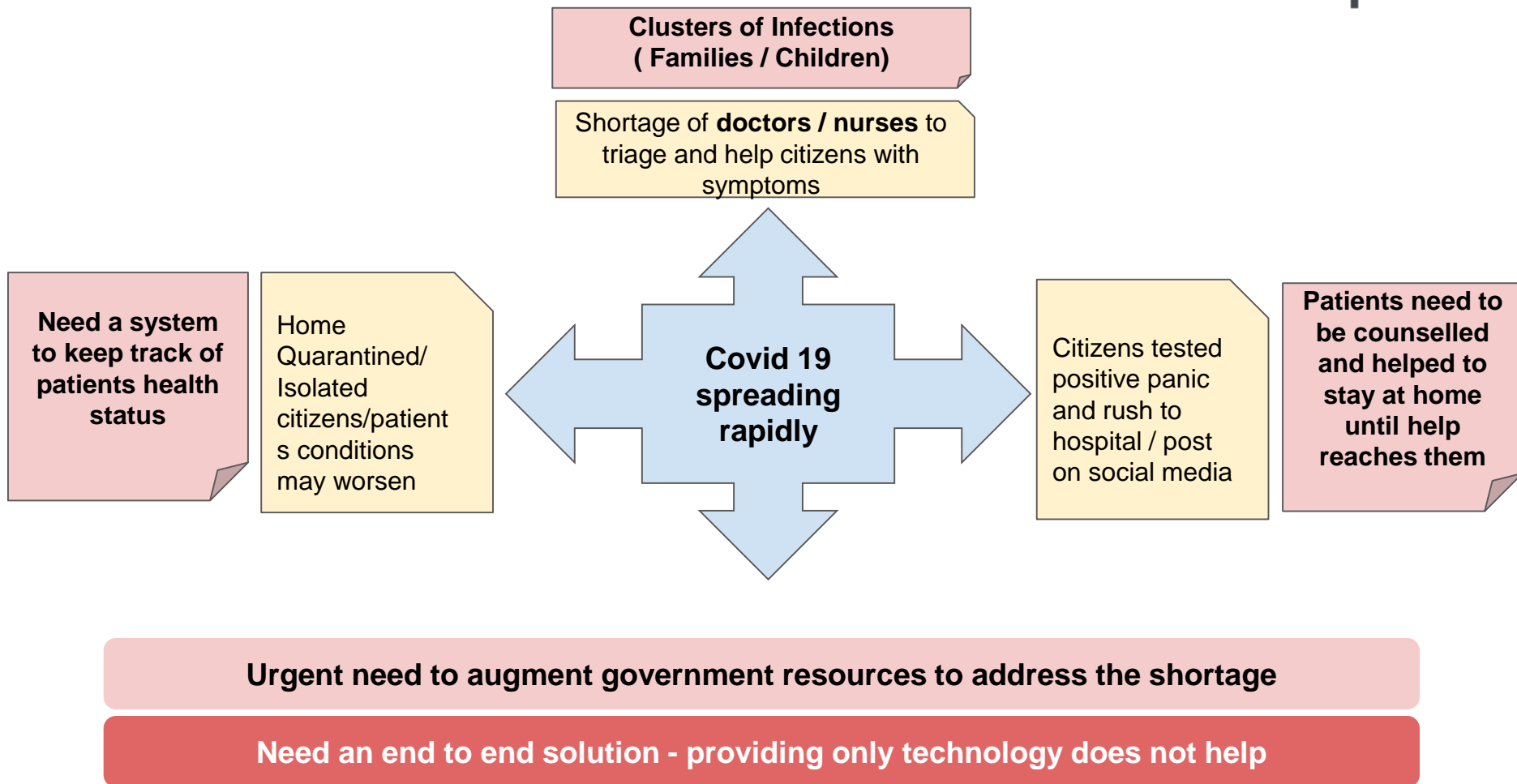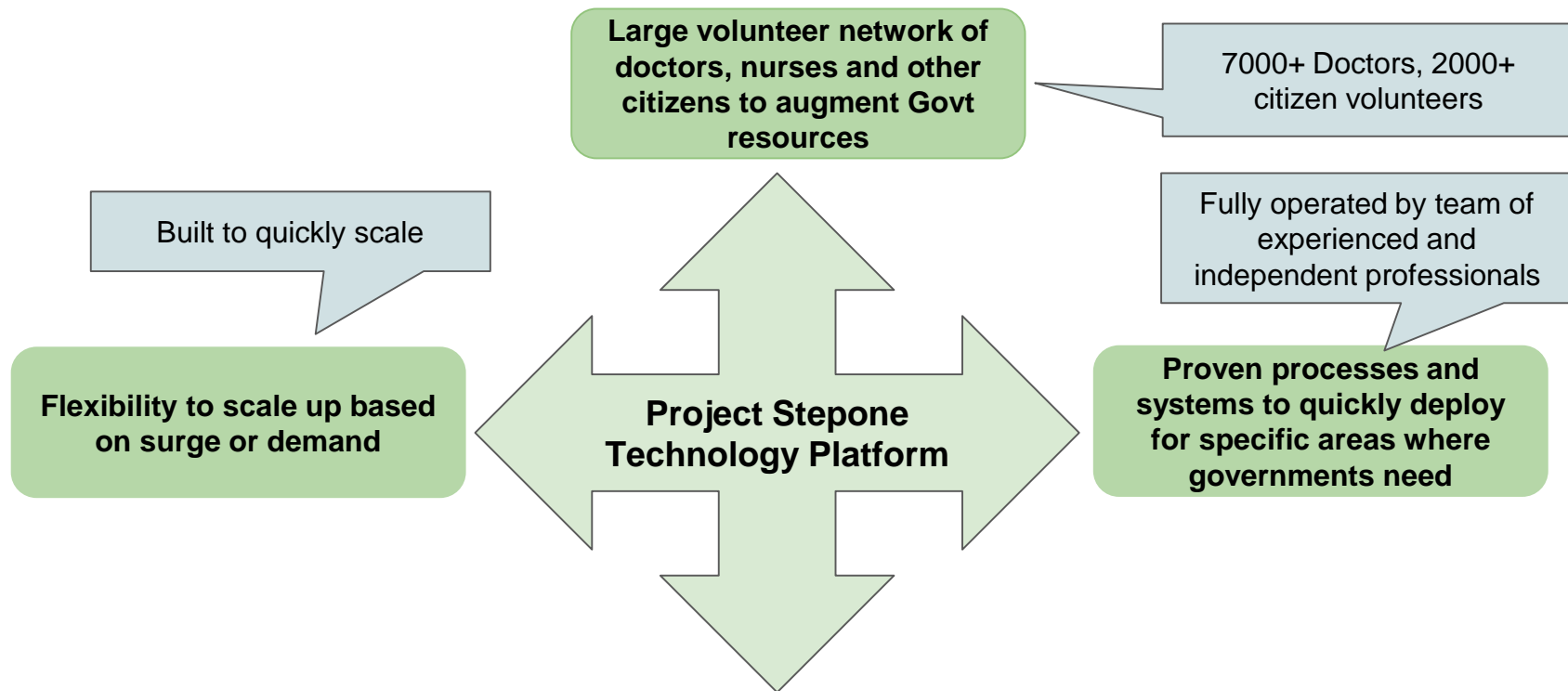*Prioritisation decisions in resource-limited settings*

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Better treatments. Better care. Healthier societies.

Why augment health systems capacity

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Clusters of Infections (Families / Children)

Shortage of **doctors / nurses** to triage and help citizens with symptoms

Need a system to keep track of patients health status

Home Quarantined/ Isolated citizens/patients conditions may worsen

Covid 19 spreading rapidly

Citizens tested positive panic and rush to hospital / post on social media

Patients need to be counselled and helped to stay at home until help reaches them

Urgent need to augment government resources to address the shortage

Need an end to end solution - providing only technology does not help

The Project StepOne Solution

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Large volunteer network of doctors, nurses and other citizens to augment Govt resources

7000+ Doctors, 2000+ citizen volunteers

Built to quickly scale

Fully operated by team of experienced and independent professionals

Project Stepone Technology Platform

Flexibility to scale up based on surge or demand

Proven processes and systems to quickly deploy for specific areas where governments need
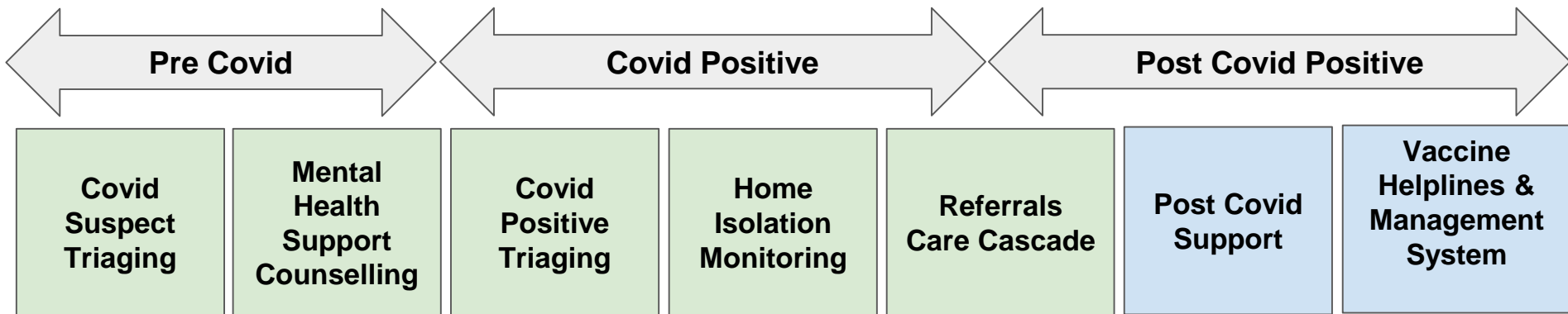
StepOne augments government resources with trained volunteers

StepOne helps govt go from problem to operational at scale in a few days

Complete Solution Set for Covid Management

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Pre Covid	Covid Positive	Post Covid Positive

| Covid Suspect Triaging | Mental Health Support Counselling | Covid Positive Triaging | Home Isolation Monitoring | Referrals Care Cascade | Post Covid Support | Vaccine Helplines & Management System |

States/Cities since March 2020 (29 - 15+14):
States/UT: Karnataka, Chattisgarh, Uttarakhand, Delhi, Punjab, Puducherry, Bihar, Maharashtra, Odisha, Nagaland, Jharkhand, Meghalaya, Manipur, Goa, GOI-AYUSH
Cities: *Pune, East Kameng, Latur, Sangli, Cuddalore, Coimbatore,, Nagpur, Satara, Mumbai, Gurugram, Navi Mumbai, Pimpri Chinchwad, Faridabad, Lakhimpur Khetri*
Others: Bihar AES, Odisha Workers helpline, Covid Raksham, Blr Zonal helplines etc
States/Cities NOT live (4 - 3 +1):
Jammu & Kashmir, Assam, Arunachal Pradesh,,, *Mira Bhaindar,*

Recent Impact (27 May 2021)
2.1 M tele-consults (last 150 days)
20 K mental health consultations (last 150 days)
20K doctors, paramedics & trained HCWs
Live in **20 states/UTs**
1.6 Lakh patients helped **per day** in **April 2021**
3.1 Lakh Patients helped **per day** in **May 2021**
Connected over **5 Million** Covid Patients

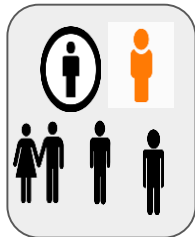**Solution suite across all stages of Covid fight lifecycle**

Customizable and integrates smoothly with existing government processes!

Covid Helpline

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Telemed Helpline Telecom Grid - high capacity, scalable and fault tolerant telecom infra, **lakhs of lines** on demand

Large volunteer network of thousands of doctors login via Telemd mobile App and consult with patients

Calls

Dedicated Covid Helpline plus also State **Medical Helpline** Ex. **104**

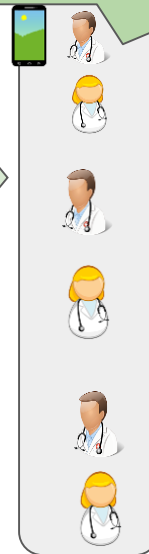**Automated patient screening for Symptoms & contact history and travel - intelligent voice enabled system clinically sound**

Cloud

Queue of patients to consult
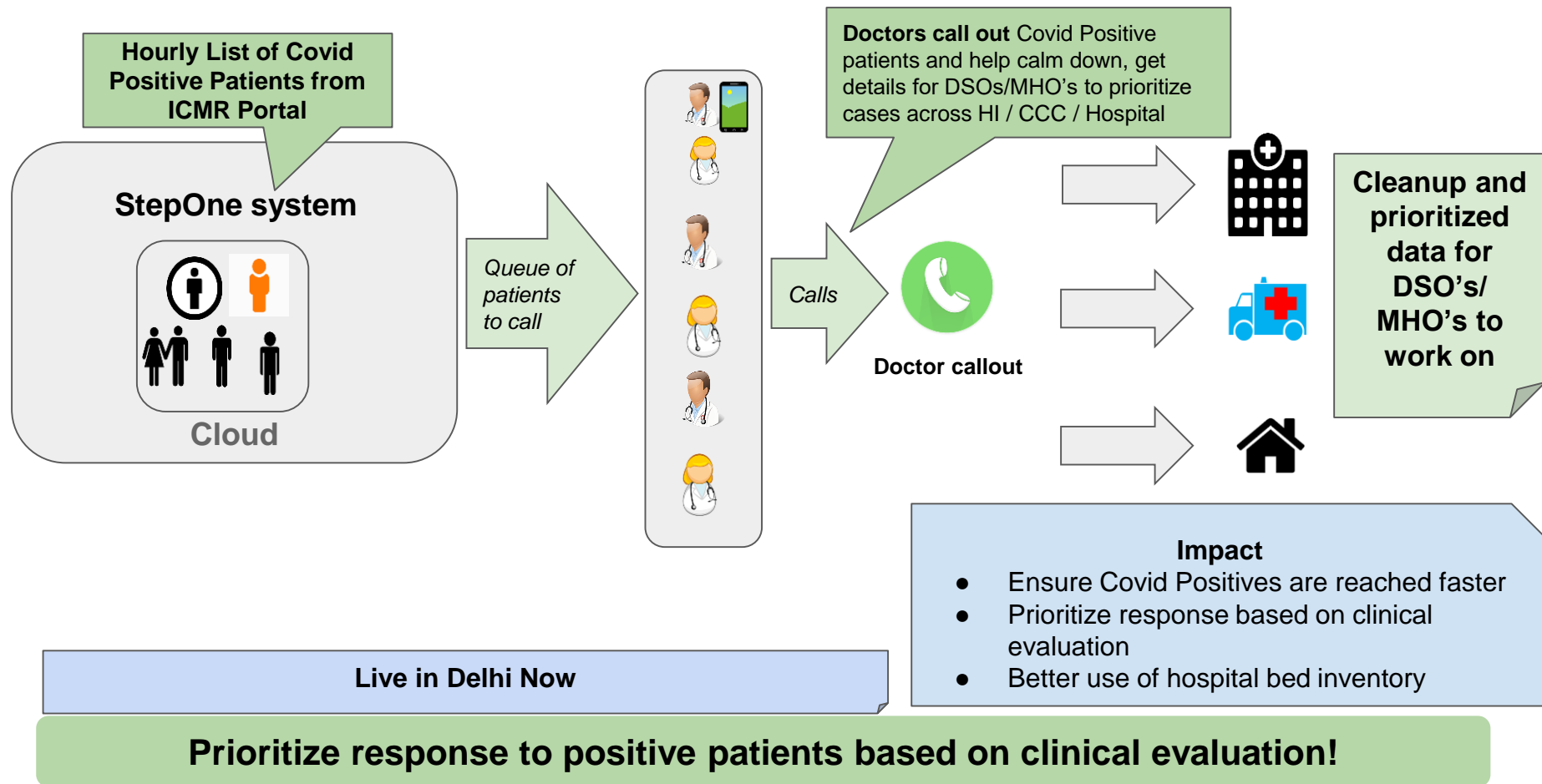
Healthy patients

SMS

Impact
- Prevent contacts by making people #StayAtHome
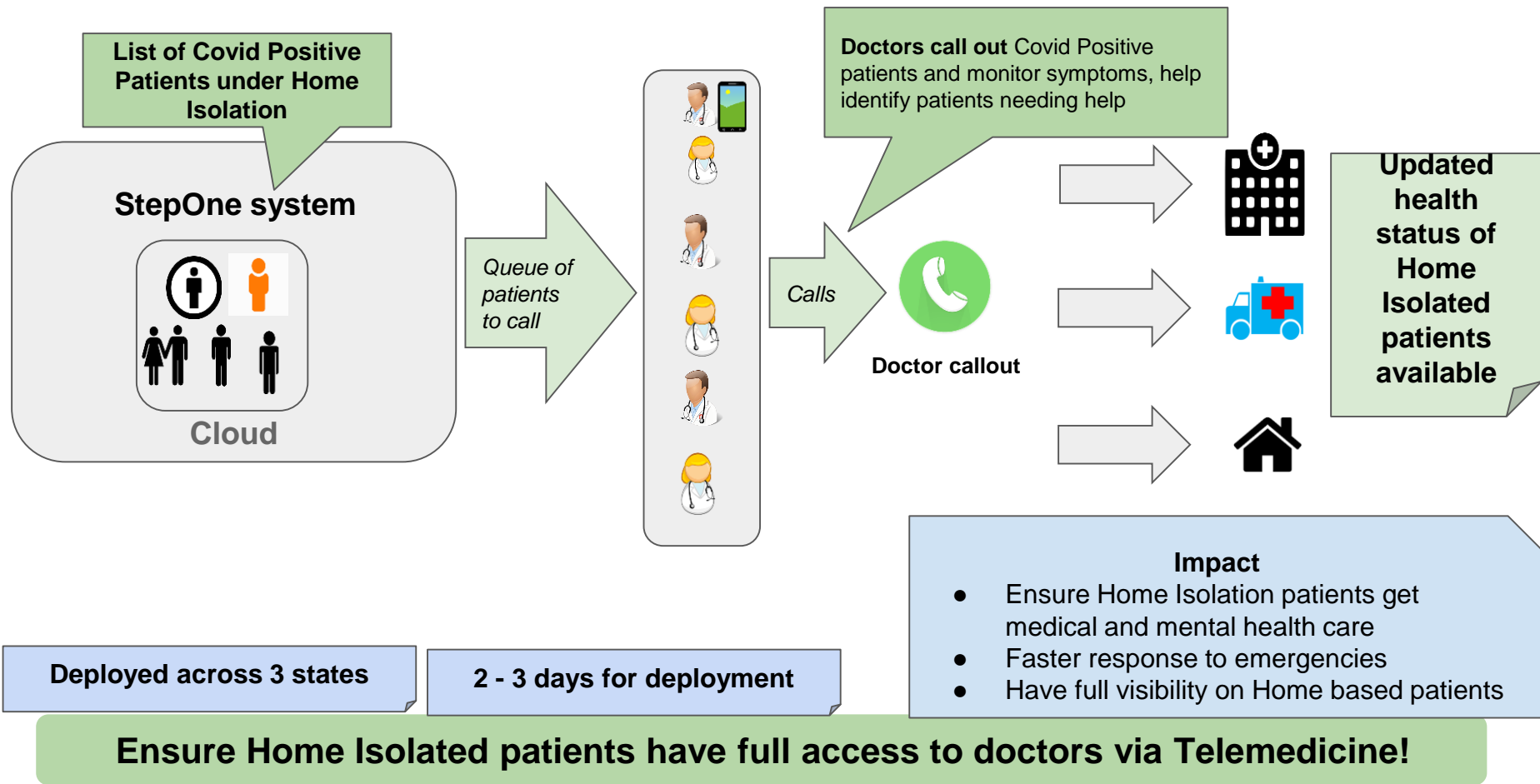- Identify and test high risk cases faster

Live in Delhi - **1800 111 747**

Proven, Robust and scalable Telemedicine solution to to prevent Covid spread!

Covid Positive Triage

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Hourly List of Covid Positive Patients from ICMR Portal

StepOne system

Cloud

Queue of patients to call

Calls

Doctor callout

Doctors call out Covid Positive patients and help calm down, get details for DSOs/MHO's to prioritize cases across HI / CCC / Hospital

Cleanup and prioritized data for DSO's/ MHO's to work on

Impact
- Ensure Covid Positives are reached faster
- Prioritize response based on clinical evaluation
- Better use of hospital bed inventory

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Prioritize response to positive patients based on clinical evaluation!

Home Isolation Monitoring

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List of Covid Positive Patients under Home Isolation

StepOne system

Cloud

Queue of patients to call

Calls

Doctor callout

Doctors call out Covid Positive patients and monitor symptoms, help identify patients needing help

Updated health status of Home Isolated patients available

Impact
- Ensure Home Isolation patients get medical and mental health care
- Faster response to emergencies
- Have full visibility on Home based patients

Deployed across 3 states

2 - 3 days for deployment

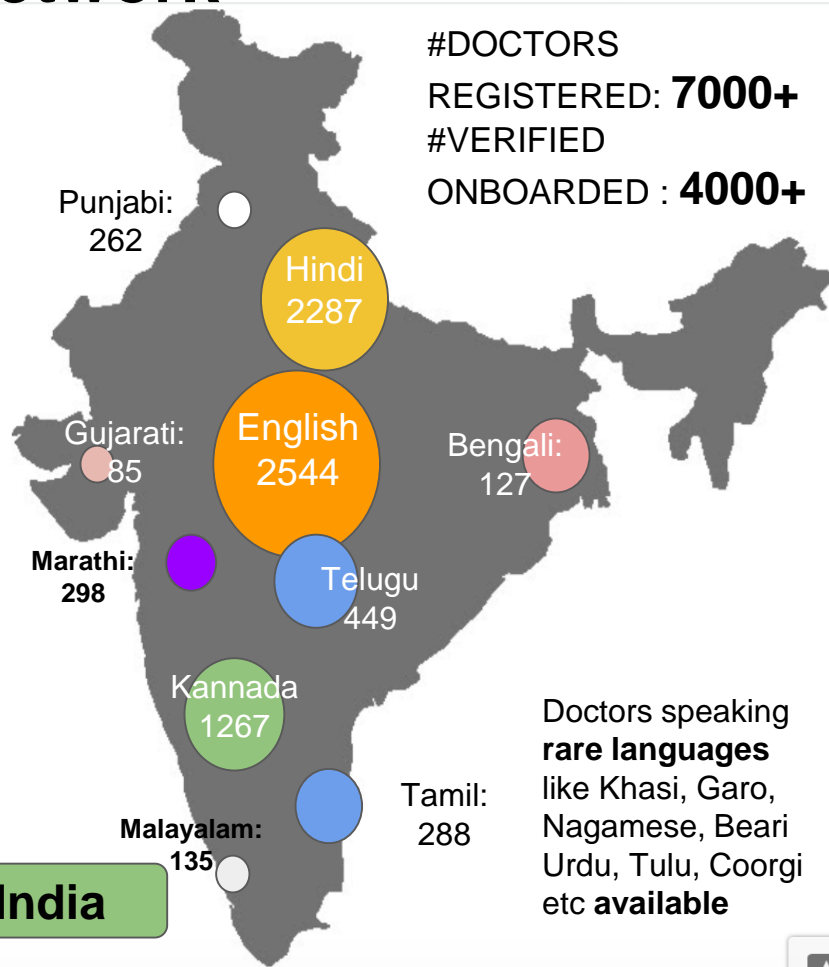**Ensure Home Isolated patients have full access to doctors via Telemedicine!**

Multilingual Volunteer Doctor Network

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Language	No. of Doctors	% Doctors
English	2544	94%
Hindi	2287	85%
Kannada	1267	47%
Telugu	449	17%
Marathi	298	11%
Tamil	288	11%
Malayalam	135	5%
Bengali	127	5%

#DOCTORS REGISTERED: **7000+**
#VERIFIED ONBOARDED : **4000+**

Punjabi: 262

Hindi 2287

Gujarati: 85

English 2544

Bengali: 127

Marathi: 298

Telugu 449

Kannada 1267

Malayalam: 135

Tamil: 288

Doctors speaking **rare languages** like Khasi, Garo, Nagamese, Beari Urdu, Tulu, Coorgi etc **available**

Doctors speaking 33 languages/dialects in India

Supported by Professional associations