

PROTOCOL FOR COVID-19 PATIENTS AND NON-COVID-19 PATIENTS

COVID-19 PATIENTS

1	Which hospital to approach	Patients can approach any of the COVID-19 designated hospitals. (Annexure-1)
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2	Who to call at which number	Patients can contact the COVID-19 helpline numbers, District Control Room Numbers. If grievance is not resolved by the paramedics deployed at COVID helpline at DHS HQ the table providing for 3 officers have been appointed by the DHS to address the same. (Annexure-2)
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3	Mode of transport	<p>DSO is to arrange the vehicle or Patient can call ambulance at toll free number: <u>CATS AMBULANCE NO.- 102</u></p> <ul style="list-style-type: none">a) 7291000078b) 7291000093c) 7291000071d) 7291000094 <p>DM's control room number for ambulance- 1070, 1077</p> <p>Total No. of Ambulance:- CATS- 130 (70 for Non-COVID) Army- 10 DM, CTC, CIC, CHC etc for COVID- 28 Ola and Uber for Non-COVID- 50</p>
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4	What is the grievance redressal mechanism/complaint number where a person who is not being attended to can raise a grievance and seek help	<p>A patient may be admitted in a COVID Care Centre / COVID Health Centre. Grievances can be addressed to / raised before the Nodal Officers.</p> <p>A patient admitted in a COVID designated hospital. can approach the designated Hospital Nodal in-charge/ Medical Superintendent.</p> <p>If patient is in Home isolation can approach to their respective District Surveillance Unit. (Annexure-3)</p>
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5	The procedure adopted to address the grievance	For complaint/grievance, list of name and phone numbers Media Nodal Officers, CM representatives, Medical Superintendent of hospitals is provided. Patient may lodge a complaint in Public Grievance Mechanism System. (Annexure-4)
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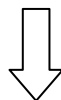
*COVID Care Centre: COVID positive patients with mild symptoms are admitted at CCC.

*COVID Health Care: COVID positive patients with moderate symptoms are admitted at CHC.

*COVID designated Hospitals: COVID positive patients with severe symptoms are admitted at COVID designated hospitals.

NON COVID PATIENTS

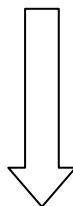
1	Which hospital to approach	Patient can approach any Delhi Govt. Dispensaries, Aam Admi Mohalla Clinics, Private Clinics, Govt. and private hospitals/ Nursing Homes other than COVID designated.
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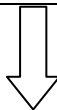
2	Who to call at which number	As per the procedure in place prior to the COVID-19 pandemic a patient may approach health facilities directly other than designated COVID-19 health facilities and the information of COVID-19 designated health facilities may be obtained from State helpline or District Control Room.
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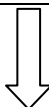
3	Mode of transport	As per the procedure in place prior to the COVID-19 pandemic patients may approach health facility by their own or can call ambulance at toll free number 102 in case of emergency.
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4	Upon reaching the hospital whether COVID test is mandatory for any treatment even when not displaying ILI symptoms	<p>No ILI symptoms, COVID-19 test is not mandatory, as per the order issued by the health department from time to time, the Hospitals are directed to provide all emergency services (including deliveries) as allowed during the time of pandemic without asking for COVID-19 test report, however sample can be send for testing simultaneously if there is any indication of ILI.</p> <p>If showing ILI symptoms, COVID-19 test is mandatory as per the WHO guidelines. Patient is recommended for home isolation.</p>
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5	During the period in which test result is awaited what does the patient is supposed to do	In case of patient showing ILI symptoms home isolation is recommended till the test reports are back.
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6	What is the grievance redressal mechanism/complaint number where a person who is not being attended to can raise a grievance and seek help	<p>Helpline No. 1031 for hospital/ dispensary complaint/ grievance.</p> <p>The Medical Officer I/C of the dispensary may be approached, if the grievance is still not solved – The Chief District Medical Officer of the respective district.</p> <p>Patient may approach in-charge of the OPD/ IPD and MS/ Hospital Administrator as per the case.</p> <p>If the grievance/ complaint is not solved despite approaching the above authorities, person may contact at Grievance Cell, Directorate of Health Services.</p> <p>Patient may lodge a complaint in PGMS. Patient may also send a complaint to designated Media Nodal Officer of the hospital. (Annexure-4)</p>
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List OF COVID-19 DESIGNATED HOSPITALS

S. No.	Name of Hospital	Name of Nodal Officer	Contact Number
1	Lady Harding Medical College (SSKH+KSCH)	Dr. Ashok Kumar Singh	9013083150
		Dr. V.K. Sharma	9810779819
2	AIIMS Delhi	Dr. Mahesh	9868397038
		Dr. Ramya Jyothi (Trauma)	9868398530
		Dr. Sanjeev Bhoi (Burns)	9868398530
3	RML Hospital	Dr. Pawan	8588844029
		Dr. Amit Suri	9910568929
4	Safdarjung Hospital	Dr Nitesh Gupta	9873096364
5	Lok Nayak Hospital	Dr. Sapna paul	9873617576
6	Rajiv Gandhi Super Speciality Hospital	Dr Ajitjain	9213212421
7	N. Rly. Central Hospital	Dr. Anand Barla	9717630511
8	Base Hospital	Lt. Col Swagat Banerjee	7408331515
9	Raja Harish Chandra Hospital	Dr ApurbaRajbongshi	99996 15064
10	Guru Teg Bahadur Hospital (GTBH)	Dr Rajesh Kalra	9625900535
11	Deep Chand Bandhu Hospital	Dr. Vikas Rampal	9810001710
PRIVATE DEDICATED HOSPITALS			
12	Sir GangaramKolmet Hospital	Dr. Shalini Chawla	9971170997
13	Sir Gangaram City Hospital (51 beds for EWS)	Dr. Shamil Chakraborty	9810108061
14	Mahadurga Charitable Trust	Dr. Ashok Makhija	9212266606
15	Batra hospital & Research centre	Dr. Niranjan Rawat	8171705365
16	Cygnus orthocare hospital, Safderjung development area	Dr. Amit Vig	9146543900
17	Max Super Speciality Hospital, East Block Saket	Dr. Yogendra Tomar	9871629605
18	Indraprasth Apollo Hospital, Sarita Vihar	Dr Sanjeev Sharma	9908430005
19	Fortis Hospital, Shalimar Bagh	Dr. Gulvinder Kaur	9873140691
20	Saroj Super Speciality Hospital (15 beds for EWS)		
21	Mool ChandKhairati Lal Hospital (14 beds for EWS)		
22	Khushi Hospital		

(Annexure-2)

Details of contact numbers

• **COVID-19 HELPLINE DHS HQ NUMBERS**

011-22391014	011-22307145
011-22301028	011-22300012
011-22302441	011-22300036
011-22307133	011-22307135
011-22304568	011-22307745

• **COVID-19 DISTRICT CONTROL ROOM NUMBERS**

S.NO.	NAME OF DISTRICT	TELEPHONE NUMBER
1	EAST	011-22051234, 21210852
2	NORTH EAST	011-22115289
3	SHAHDARA	011-22111077
4	NORTH	011-27708768/13
5	CENTRAL	011-23270151
6	NORTH WEST	011-25951182
7	WEST	011-25195529, 25100093
8	SOUTH WEST	011-25066674 011-25060048 / 32/ 50
9	NEW DELHI	011-23385743
10	SOUTH	011-29531277, 29533222
11	SOUTH EAST	011-26476410, 26476411

• **NUMBERS OF OFFICERS NOMINATED BY DGHS**

NAME	NUMBER	TIME
Dr. D.R. Gupta	8745011259	7:00 am – 1:00 pm
Dr. M.P. Singh	9810478942	1:00 pm – 7:00 pm
Dr. B.S. Charan	9826020482	7:00 pm – 7:00 am

DISTRICT SURVILLANCE OFFICERS

S.NO.	DISTRICT	07 AM TO 03 PM	03 PM TO 10 PM	10 PM TO 07 AM
1	EAST 011-22374791	Dr. Ahmed Nadim 7065930616	Dr. Veena Verma 7065930616	Dr. Mitesh 7065930616
2	WEST 011-25100093	Dr. Alka Choudhary 9968216119	Dr. Vibha Chawla 9891443438	Dr. Ajay Kumar 8010562642
3	NORTH	Dr. Manish Saini 9013800201	Dr. Mukesh Bhardwaj 9654545195	Dr. K. Temi 9891411924
4	SOUTH	Dr. Anuja Vasudeva 7897981376	Dr. Anjala Choudhary 9540757688	Dr. Saurabh Nagpurkar 7835940399
5	NORTH EAST	Dr. Prashant 9870552526	Dr. Seema Aggarwal 9868337764	Dr. Piyush Mishra 9810204270
6	SHAHADARA	Dr. S. K. Nayak 8745011008	Dr. Sarita 8586900632	Dr. Mohit 9971180846
7	NORTH WEST (Dr. Prashant Aggarwal 9971084048)	Dr. Binny 9711033184	Dr. Amit Biswas 7827981460	Dr. Vinod 9811256654
8	SOUTH WEST (Dr. Vimal Kaushal 9811140588)	Dr. Pullak 9811467173	Dr. Devlina 8745010599 9891368518	Dr. Anjum Bhutiya 7011321870
9	SOUTH EAST	Dr. Manoj kr. meena 8375956426/ Dr. Anushri Nayak 9999888135	Dr. Lalit 9999021201	Dr. Ashish Ranjan Jain 8208543873/ Dr. Saurabh 9953854255
10	NEW DELHI	Dr. Shobhit Gupta 7827981407	Dr. Anita 9716407845 Dr. I. mol 9910572677	Dr. Sanat Sahu 9868905692/ Dr. Arvind Gautam 7827981423
11	CENTRAL Dr Ritu Chaudhary 8287972049	Dr. Manjree Nath 9999099847	Dr. Usha Singh 9717501978	Dr. Sharad Indu 8810668520/ Dr Yunus Fatima 7838770033

COVID CARE CENTRE		
Dwelling Unit, Bakarwala	Sunny Kheda	9999992492
CCC, Mandoli	Gaurav Sharma	9990776006
DDA Flats, Narela	Dr. Irshad kfeel	9899160459
DUSIB Flats, Sultanpuri	Kishore Jha	9953890705
Terapanth Bhawan	Kailash Bhardwaj	8800000163
CCC, PTS, Wazirabad	Gaurav Rai	7982507314
YMCA, tourist Hostel, Jai Singh Marg	Rahul Tanwar	9211660000
Badarpur	Shivnarayan Prasad	9891515756
DUSIB Dwarka sec-16	Pawan Sharma	8588833561

Jogabai NFC	Firoz Khan	9810464083
Chandersekharazadboys school ANFC	Hemant Purohit	9310191818
CCC- DeenDayal Upadhyay Marg- Rouse Avenue	Ghenendra Bhardwaj	9212109796
SKV school pusa road	Deepak Chauhan	8800277221
Birla mandir, dharamsala	Gaurav Singh	8588833549
Veerchandrasingh SBV, saket	Ranjeev Sansanwal	9971388577
Railway1 (Diesel shed)- Tughlakabad	Ravinder Negi	8437863282
Railway 2- RPF- South east	Shrichand Bohra	9811703303
PTS Dwarka sec-9	Alok Singh	9910799204
COVID HEALTH CARE CENTRES		
Ch. Braham Prakash Ayurvedic CharakSansthan	Alok Verma	9013382913
Ayurvedic & Unani Tibbia College	Rajiv Goyal	9899002014
Nehru Homeopathic Medical College & Hospital	Vinit Ahluwalia	9873120569

List of Media Nodal Officer

S. No.	Name of Hospital	Name of Nodal Officer	Contact Number
1	Acharya Shri Bhikshu Hospital (ABGH)	Dr Shalini Bansal	9718509994
2	Aruna Asif Ali Hospital (AAAH)	Dr Vijay Pal Khari	95605 93103
3	Attar Sain Jain Eye Hospital	Dr H C Birua	97111 59530
4	Ayurvedic & Unani Tibbia College and Hospital (AUTC&H)	Dr HarmohanMorana	9354925023
		Dr Nasim Akhtar Khan	9354925042
5	BabuJagjivan Ram Memorial Hospital (BJRMH)	Dr B K Verma	9968604950
6	Bhagwan Mahavir Hospital	Dr Ajay Gupta	98101 63350 96500 22770
		Sandeep khurana	9717293511
7	Baba Saheb Ambedkar Hospital (BSAH)	Dr G P Kaushal	9810267837
8	Chaudhary Brahm Prakash AyurvedCharakSansthan (CBPACS)	Dr Arun Gupta	9999155377
		Ms. Shalini Gupta	9560994625
9	DeenDayal Upadhyay Hospital (DDUH)	Dr Chaurasia M P	97189 90223
10	Dr BR Sur Homeopathic Medical College, Hospital and Research Centre	Prof. Dr Satya Jain	9560603281
		Prof. Dr Mahabole K G	9582348585
11	Dr Hedgewar Arogya Sansthan	Dr Banarsi	95825 00348
12	Dr. N C Joshi Memorial Hospital	Dr.Balashankar	9810429622
13	Guru Gobind Singh Govt Hospital	Dr Neelam Bharati	95406 72226
14	Guru Nanak Eye Hospital	Dr Subhash Dadeya	98105 75899
16	Jag Pravesh Chandra Hospital (JPCH)	Dr AnibrataSaha	9654958515
17	Lal Bahadur Shastri Hospital (LBSH)	Dr Prem	9582500337
18	Maharishi Valmiki Hospital (MVH)	Dr Saurabh	9718502196
19	Maulana Azad Institute of Dental Sciencs (MAIDS)	Dr Gyanendra Kumar	96547 00978
20	Nehru Homoeopathic Medical College & Hospital (NHMC&H)	Dr Bipin Jethani	9810146343
21	Pt. Madan Mohan Malviya Hospital(PMMMHI)	Dr Prabhakar	9953420027
22	Rao Tula Ram Memorial Hospital (RTRMH)	Dr Dinesh Chawla	9810825033
24	Sanjay Gandhi Memorial Hospital (SGMH)	Dr Vijay Gupta	8447734330
25	Sardar Vallabh Bhai Patel Hospital (SVBPH)	Dr Babita Mittal	9711156373
26	Shri Dada Dev MatriAvumShishuChikitsalaya	Dr Deep Mala	95992 91603

C M Representatives

COVID-19 HOSPITALS		
Lok Nayak Hospital	Ankush Narang	8010020102
Rajiv Gandhi Super Speciality Hospital	Ravi Chamoli	9810700914

HOSPITAL DIRECTOR/MS LIST

S. No	Name of Hospital	Name of Director/MS	Contact Number
1	Aruna Asaf Ali Govt. Hospital	Dr. Sumant Sinha	9718990134 9968290290
2	Ayurvedic & Unani Tibbia College	Dr. R. K. Manchanda	9811014493
3	Acharya Shri Bhikshu Hospital	Dr. B.L. Choudhury	9350135581
4	Attar Sain Jain Eye & Genl. Hosp	Dr. Rakesh Kumar	9718990197
5	BabuJagjivan Ram Hospital	Dr. A.K. Saini	9810760142 8447734360
6	BR Sur Homoeopathic Medl. College & Hosp	Dr. Asha Choudhury	9312220864
7	Baba Saheb Ambedkar Hospital	Dr PS Khatana	7290095440
8	Bhagwan Mahavir Hospital	Dr. Alka Aggarwal	8826998304
9	Dada Dev MatriAvamShishuChikitsalaya	Dr. Brijesh Kumar	9599291606
10	DeenDayal Upadhyay Hospital	Dr. A. K. Mehta	9718990182
11	GB Pant Hospital	Dr.Achal Gulati	9891023230
12	Guru Nanak Eye Center	Dr. Ritu Arora	9968604331
13	Dr. Hedgewar Arogya Sansthan	Dr. Sushil Kumar	9582500312
14	Jag Pravesh Chandra Hospital	Dr Adarsh Kumar	7290076839 9891263447
15	Lal Bahadur Shastri Hospital	Dr. Amita Saxena	9582500304
16	Lok Nayak Hospital	Dr. Suresh	9968604276
17	Madan Mohan Malviya Hospital	Dr. Ramesh Kumar Chugh	9810144882
18	Maharishi Valmiki Hospital	Dr. Rajiv Sagar	9810400323
19	Dr.N.C. Joshi Hospital	Dr. Rita Ranjan	9718990161
20	Nehru Homoeopathic Medl.College& Hosp.	Dr Anu Kapoor	8826613061
21	RTRM Hospital	Dr. V.K. Kadam	9718990160
22	Sardar Vallabh Bhai Patel Hospital	Dr. Rajeev Kapoor	9811384484
23	Sanjay Gandhi Memorial Hospital	Dr. P.S. Nayyar	9968679704
24	Satyawadi Raja Harish Chandra Hospital	Dr. Sanjay Kumar Jain	9540055762