

**GOVERNMENT OF WEST BENGAL**  
**HEALTH & FAMILY WELFARE DEPARTMENT**

No. 123-H.S.(MS)/HFW- 43011(11)/85/2021

Dated: 08 /05/2021

**ADVISORY**

It has been observed with great concern that patient parties are not getting proper information regarding the well being of the patients from the hospital authorities from time to time, causing a great deal of anxiety for the patient parties.

In view of the inconveniences faced by the patient parties and after careful consideration of the matter, it is reiterated that a **Help-Desk must be set up in every COVID hospital** for providing update to the patient parties

Under the circumstances, all the authorities of the COVID Hospitals are hereby directed to set up Help-Desk with required infrastructure and man-power. For this purpose existing Rogi Sahayata Kendra should be suitably used for the purpose.

The staffs, working in the Help-Desk, will provide necessary information to the patient parties either over phone calling at home or in person to those who will prefer visit the hospital.

Further all details of patients to be entered and updated in CPMS everyday so that every patient relative can know the status through the OTP based interface "Know Your Covid Patient Status" in our website. Patient parties should be informed

All the requisite expenditure relating to infrastructure and manpower will be borne from the COVID fund of the concerned hospital in case of government covid hospital and based on powers already delegated vide memo No. 109-HS(MS)/386691/HFW-43011(11)/85/2021. No separate approval of the department is necessary.

All concerned are being informed accordingly.

  
Secretary 8/5/2021  
to the Govt. of West Bengal