



QUARTERLY BULLETIN TELANGANA JULY - SEPTEMBER 2018

We are happy to share that the Ekam Telangana Helpdesk initiative continues to impact the hundreds of patients that come from far and wide to seek medical help.

Our counseling of nurses and patients in the wards and OP is ongoing and has won appreciation from hospital authorities. A change management workshop succeeded in bringing in a happy, 'I want to help' attitude in the staff – rather than it's a task I must do approach.

HIGHLIGHTS

A 'May I Help Desk' was functional at Koti Maternity Hospital, to address and resolve patient queries.

This month, a meeting was conducted with the Commissioner, Health and Family Welfare, Dr. Yogitha Rana.

HELP DESK

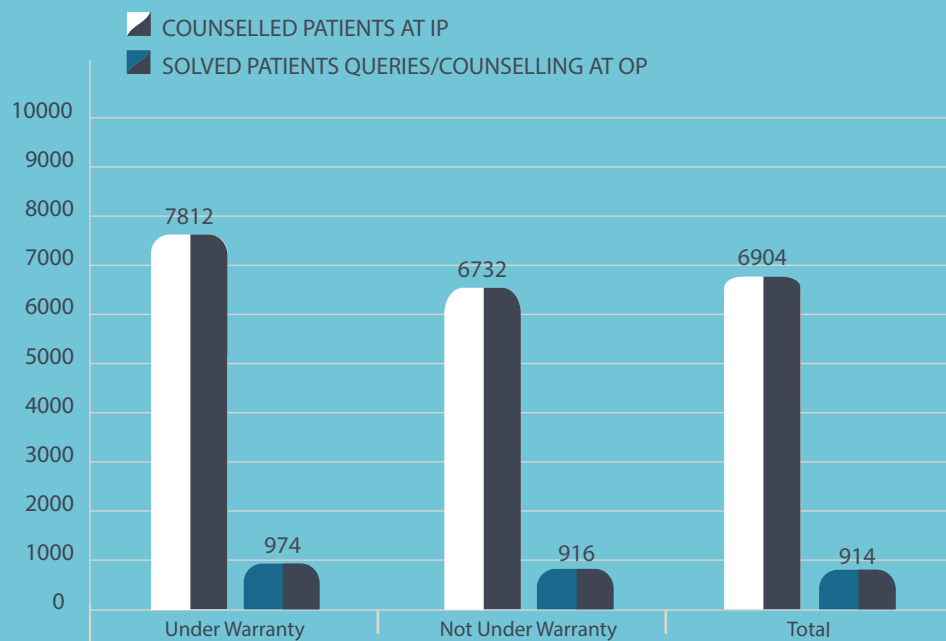
Hospitals are critical places at the best of times and more so for disadvantaged groups due to lack of awareness and sometimes for presence of touts. Ekam Foundation set up a "Help Desk" at Govt.

Maternity Hospital, Sultan Bazaar, Koti, in August 2017, to look after the special needs of disadvantaged groups and also to provide individual attention and personalized services. It also empowers the public with information and guidance for exercising their rights & duties.

Help Desk team is available from 9:00AM to 4:00PM at the facility. The first half- day team works in the OP block and the next half- day team goes to IP wards to give counseling to patients.

PATIENTS QUERIES/COUNSELLING DATA MONTH WISE

MONTH	SOLVED PATIENTS QUERIES/COUNSELLING AT OP	COUNSELLED PATIENTS AT IP
JULY	7812	974
AUGUST	6732	916
SEPTEMBER	6904	914
TOTAL	21448	2804



HEALTH AND FAMILY WELFARE

We had a meeting with Dr. YogithaRana, Commissioner, Health and Family Welfare regarding

1. Ekam project collaborations on SNCU's trainings,
2. Change Management course for health supervisors and
3. Milk bank setup at two districts.

GLIMPSES OF THIS QUARTER



SOLVING PATIENTS QUERIES-COUNSELLING AT OP BLOCK



COUNSELLING TO PATIENTS AT IP WARDS





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THANK YOU