



No. NHMHP-IDSP0GEN/1/2020-IDSP-Section  
National Health Mission  
SDA Complex, Kasumpti, Shimla-9  
Himachal Pradesh  
Dated: Shimla-171009

20678

To,

All the Chief Medical Officers  
Himachal Pradesh

All the Principals  
Govt. Medical Colleges,  
Himachal Pradesh

All the Medical Superintendents  
Himachal Pradesh

All the Nodal Incharges  
DCCC/DCHC/DCH  
Himachal Pradesh



**Subject: Regarding Necessary instructions to all the COVID-19 facilities in the State.**

Sir/Madam,

Please find enclosed copy of letter no. Z.28015/66/2021-DM Cell Dated 29-04-2021 received from Government of India. The basic level of facilities to put in place at the various COVID hospitals have already been communicated to you from time to time for necessary compliance. In order to ensure basic facilities of the attendants of COVID 19 Patients as well as ensuring effective communication strategies amongst patients, doctors and family members, the following necessary instructions are being reiterated which need to be adhered by all the COVID 19 facilities:

1. A separate area shall be earmarked in each hospital with effective seating arrangement for the attendants of the patients duly following physical distancing guidelines and with strict implementation of COVID appropriate behavior and infection prevention and control practices.

2. Necessary arrangement for drinking water and other basic amenities shall also be ensured.

3. Few dedicated phones shall also be provided in these areas with connectivity to designated duty nurses in the COVID wards to facilitate two


way interaction between attendants and the duty staff for communication.

4. All the hospitals shall assign a dedicated Senior Doctor who shall brief the attendants at a particular pre-announced time every day about the status of other patients.

5. Similarly, there an audio/video integration between patients and their attendants as per feasibility and patients health condition can also be arranged. This communication shall also be organized at least once on a daily basis.

In this regard, you are requested to take further necessary action in the matter accordingly.




  
Secretary (Health) to the  
Govt. of Himachal Pradesh

Endst. No. As above

Dated Shimla-9 the

Copy for information and necessary action to:

1. The Special Secretary (Health) to the Govt. of Himachal Pradesh.
2. All the Deputy Commissioners, Himachal Pradesh
3. The Director Health Services, Himachal Pradesh.
4. The Director Medical Education, Himachal Pradesh.
5. All the District Surveillance Officer (IDSP), NHM HP

  
Secretary (Health) to the  
Govt. of Himachal Pradesh





भारत सरकार

स्वास्थ्य एवं परिवार कल्याण मंत्रालय  
निर्माण भवन, नई दिल्ली-110011

Government of India  
Ministry of Health and Family Welfare  
Nirman Bhavan, New Delhi - 110011

आरती आहुजा भा.प्र.से.

अपर सचिव

**Arti Ahuja, IAS**

**Additional Secretary**

Tel. : 011-23061066, 23063809

E-mail : ash-mohfw@nic.in

D.O. No. Z. 28015/66/2021-DM Cell

Dated: 29/04/2021

Dear *son/Madam,*

We are facing an unprecedented surge in COVID-19 infection cases across all part of country and consequently large number of active cases seeking hospitalisation. A large number of cases are noted wherein patient and their attendants are in ignorance of the status of their near and dear ones due to lack of effective communications between patients & their family members on one hand and lack of information about patient health status, thereby creating unnecessary stress and agony at the level of families.

While complimenting the medical fraternity for their yeoman services in these trying times, it is important to ensure certain basic facilities for attendants of patients as well as ensuing effective communication amongst patients, doctors and family members.

Accordingly, it is requested that you may kindly issue necessary instructions to all COVID-19 facilities in you States/UTs as follows:

1. A separate area shall be earmarked in each hospital with effective seating arrangement for the attendants of the patients duly following physical distancing guidelines and with strict implementation of Covid appropriate behaviour and infection prevention and control practices.
2. Necessary arrangement for drinking water and other basic amenities shall also be ensured in all such areas.
3. Few dedicated phones shall also be provided in these areas with connectivity to designated duty nurses in the Covid wards to facilitate two-way interaction between attendants and the duty staff for communication.
4. All the hospitals shall assign a dedicated Senior Doctor who shall brief the attendants at a particular pre-announced time every day about the status of their patients.
5. Similarly, there an audio/video interaction between patients and their attendants as per feasibility and patients' health condition can also be arranged. This communication shall also be organised at least once on a daily basis.

You are requested to kindly take necessary action for ensuring the same which will go a long way in decreasing the uncertainty and agony at the level of family members.

*With warm regards,*

Yours sincerely,

*(Arti Ahuja)*

Chief Secretaries of all States