

File No.V-16020/209/2018-INI-i

V-16020/209/2018-INI-I  
Government of India  
Ministry of Health and Family Welfare  
(INI-I Section)

Nirman Bhawan, New Delhi  
Dated July, 2018

(L)

1057206  
01/04/18

Office Memorandum

**Subject:-Dissemination of information about National toll free helpline-reg**

The undersigned is directed to inform that AIIMS, New Delhi's 24x7 Toll Free National Child Neurology Tele-Helpline Services (1800-11-7776) under Centre of Excellence for Childhood Neurodevelopment Disorders has been launched by Hon'ble Minister of State, MoHFW, Smt Anupriya Patel on 12<sup>th</sup> April 2018. It has been decided to disseminate information regarding National toll free helpline by displaying on the website or any other means envisaged.

2. In view of above, it is requested that the above information may be disseminated to autonomous bodies/PSUs/ statutory bodies under your administrative control to give as much publicity to the National Toll Free Helpline. AIIMS, New Delhi's communication dated 7.7.2018 on the subject is enclosed for reference.

Signature valid  
Digitally signed by SUNITA DHAUNDIYAL  
Date: 2018.07.31 12:08:12 IST  
Reason: Approved

(Sunita Dhaundiya)  
Under Secretary to the Govt. of India  
Ph:-23061843

To

JS(SS)/JS(NACO/RSBY)/JS(SP)/JS(VG)/JS(MA)/JS(VS)/JS(LA)/JS(SK)  
/ JS(GM)/JS(PP)/DGHS - du meeting

Copy also to: Director General of Health Services, Dte. GHS, Ministry of Health & Family Welfare.

NO  
6/8/2018

~~DDG (P)~~ - for wqpl.  
~~ADDG (SK)~~

5/8/2018  
Pravara  
6/8/18

SO (MHT) - for all  
Centre Govt.  
Hospitals  
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CK

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# National Child Neurology Tele-Helpline Services for Childhood Neurodevelopmental disorders An AIIMS-IIFCL Joint Initiative\*



### Aim

To launch a Nationwide toll free Tele-Helpline Service where any parent or care giver of a child with any neurological problem can obtain free information

### Objectives

- To answer the telephonic queries of parents and care providers of all infants, children and adolescents, aged 1 month to 18 years, with childhood NDDs who will call on our toll free helpline from April 2018 onwards
- To make a digital registry of the queries put forth by the parents or care providers and the answers provided of those calls after obtaining consent

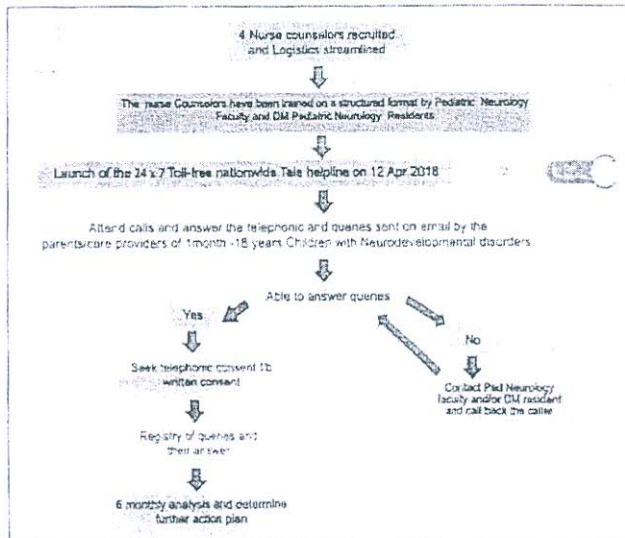


### Who will attend the queries?

- 4 Nurse Counselors (who have undergone Structured Training by Pediatric Neurology Faculty and DM Residents, AIIMS), under the supervision of Pediatric Neurology on call Faculty and DM Pediatric Neurology resident
- Nurse counselors will be working round the clock to provide Tele-Helpline services 24x7
- The Pediatric Neurology DM resident on call and Faculty on call are available 24x7 personally or telephonically to supervise and help the Nurse Counselors

### What will be the scope of the advice provided?

- Guidance regarding any investigations in treatment
- Guidance regarding the appropriate referrals for children residing in nearby regions
- Advice to seek consultation from nearby hospitals, those who are not available
- Advice to contact nearby medical facility at the earliest in case of any medical emergency
- If the counselor is unable to give an immediate suitable answer to the query of the caller, he/she will revert to the caregiver telephonically at the earliest, after consulting with the Pediatric Neurology DM resident and/or Faculty-on call



### Responsibilities of the Nurse Counselors

- To attend the calls and answer the queries of the callers
- To attend the calls received and maintain a digital registry
- To seek for telephonic consent followed by a written consent on their subsequent OPD visit for the use of the information for study purpose
- After obtaining consent to give a Query No/ Query No/Date/Month/Year
- To make a Digital registry of the queries and the responses provided



Our Toll free Number

1800 11 7776

For any queries please contact

Professor Shefali Gulati  
 Chief, Child Neurology Division  
 Faculty Incharge, Center of Excellence  
 and Advanced Research on Childhood  
 Neurodevelopmental Disorders  
 Department of Pediatrics  
 AIIMS, New Delhi  
 Email- pedneuroaiims@yahoo.com, pedneuroaiims@gmail.com  
 Post a query on our website: www.pedneuroaiims.org

24/7

### Timing

- Toll free helpline will be functioning 24X7 including Gazetted holidays
- Calls will be directed to the two toll-free landlines between 9am- 5 pm. thereafter on the two toll free mobile phones