



## Press Release / Announcement



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### **PUNJAB LAUNCHES SPECIAL COVID HELPLINE NUMBER 18001804104 FOR ADVICE ON MEDICAL, ANXIETY AND STRESS RELATED ISSUES**

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CHANDIGARH, APRIL 16:

To effectively address and resolve medical and stress related issues during lockdown, the Government of Punjab has launched a special helpline 1800 180 4104 for citizens to connect with a network of senior doctors over tele-conference and get medical advice on covid-19 and other related concerns.

Disclosing this here this morning Member of state Covid Control Room Team Ravi Bhagat said a panel of expert doctors have been duly trained about the platform, its protocol and functionalities to counsel the anxiety related issues in the wake of the lockdown.

The focus would be to identify and prioritise cases for emergency medical attention with a wider technological reach for people from less privileged sections, Bhagat said underlining the need to not overwhelm our health apparatus. This counselling shall also help identify cases for isolation, home quarantine and those who require medical attention. The cases shall be notified to the government for further tracking and action, he added.

The helpline has been conceptualised by the Department of Governance Reforms & Public Grievances and is being implemented with the State COVID19 Control Room, Government of Punjab (SCCR) and the India Medical Association (IMA), Punjab State Branch. This feature has also been added to the COVA Punjab mobile application available on Android PlayStore and IOS AppStore.

Besides addressing the issues arising out of perceived unrest among citizens due to the inability to reach doctors in non-emergency cases amid the lockdown, access to professional medical advice from doctors shall also help people understand their own symptoms and act accordingly, Bhagat added.

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