

Government of Tamilnadu
Tamil Nadu Health Systems Project

108 Emergency Management Services
Performance Report

Month: Apr Year: 2014

&

Financial Year 2014 -2015

Table of Contents

Page No

1. Sense - Activities of the Emergency Response Center (ERC)	3
2. Reach – Ambulance Trip Data.....	3
3. Life saved Data.....	3
4. Care - Emergencies Handled.....	3 - 4
5. AN Mother & Neo-natal cases Data	4
6. Financial Performance	5 -6

Annexure:

Annexure A: Ambulance Details.....	7
Annexure B: District Wise Distribution of Ambulances.....	8
Annexure C: District Wise Trip Details.....	9
Annexure D: Hospital Case Admission Details	10
Annexure E: District Wise Emergency Cases Handled.....	11 - 12
Annexure F: District Wise Kilometre Run & Kilometre / Litre Details...	13
Annexure G: Human Resources Details.....	14
Annexure H: District Wise Hospital MoU Details.....	15
Annexure I: Call and Dispatch Average Handle Time.....	15-16
Annexure J: Interesting Emergency Cases.....	17-19
Annexure K: Important Events & Photographs.....	20
Annexure L: AN Cases Monthly report.....	21
Annexure M: Neonatal ambulance cases.....	22 -29
Annexure N : Issues to be sorted out.....	30

GOVERNMENT OF TAMIL NADU
TAMIL NADU HEALTH SYSTEMS PROJECT
108 - EMERGENCY AMBULANCE SERVICES
Monthly performance report
(FORM A)

Month : Apr 2014

FY- Year :2014-'15

SL. No.	Details	During the Month - Mar'14		During the Month - Apr'14		Up to the Month - (Apr'14)	
		Performance	%	Performance	%	Performance	%
1	Sense - Activities of the Emergency Response Center						
1.1	Details of the Calls						
1.1.1	Number of Calls Landed	508791	100.00%	524459	100.00%	524459	100.00%
1.1.2	Number of Unattended Calls (UAC)	4330	0.85%	3546	0.68%	3546	0.68%
1.1.3	Number of calls answered	504461	99.15%	520913	99.32%	520913	99.32%
1.2	Types of Calls						
1.2.1	Emergency Calls	101317	20.08%	102339	19.65%	102339	19.65%
1.2.2	Non Emergency Calls	85968	17.04%	88253	16.94%	88253	16.94%
1.2.3	Ineffective Calls *	317176	62.87%	330321	63.41%	330321	63.41%
1.2.4	Total Number of Calls (Ref.1.1.3)	504461	100.00%	520913	100.00%	520913	100.00%
1.3	Classification of Emergency Calls						
1.3.1	Number of Medical Emergency Calls	98637	97.35%	99882	97.60%	99882	97.60%
1.3.2	Number Police Emergency Calls	909	0.90%	975	0.95%	975	0.95%
1.3.3	Number fire Emergency Calls	1771	1.75%	1482	1.45%	1482	1.45%
1.3.4	Total Emergency Calls (Ref. 1.2.1)	101317	100.00%	102339	100.00%	102339	100.00%
1.4	Classification of Medical Emergency Calls						
1.4.1	Number of Medical Emergency calls	72541	73.54%	78369	78.46%	78369	78.46%
1.4.2	Number of repeated Emergency calls	26096	26.46%	21513	21.54%	21513	21.54%
1.4.3	Total Medical Emergency Calls (Ref. 1.3.1)	98637	100.00%	99882	100.00%	99882	100.00%
1.5	Call Handling Data						
1.5.1	Percentage of calls attended within 1 st Ring	NA	94.00%	NA	92.00%	NA	92.00%
1.5.2	Percentage of calls attended within 2 nd Ring	NA	3.00%	NA	3.00%	NA	3.00%
1.5.3	Percentage of calls attended within or above 3 rd Ring	NA	3.00%	NA	5.00%	NA	5.00%
2	Reach - Ambulance Service utilized						
2.1	Number of Medical Emergency Dispatch requests (Ref.1.4.1)	72541	NA	78369	NA	78369	NA
2.2	Total Number of Ambulance Trips	72086	NA	76339	NA	76339	NA
2.3	Number of Ambulance Services utilized	69659	96.03%	68921	87.94%	68921	87.94%
2.4	Number of Ambulance Services not utilized	2427	3.35%	7418	9.47%	7418	9.47%
2.5	Number of Ambulance Services busy **	455	0.63%	2030	2.59%	2030	2.59%
2.6	Number of Trips per ambulance	112.99	NA	119.65	NA	119.65	NA
2.7	Number of Trips per ambulance/day	3.64	NA	3.99	NA	3.99	NA
3	Care						
3.1	Total number of cases transported (Ref. 2.3)	69659	NA	68921	NA	68921	NA
3.2	Total number cases transported per ambulances	109.18	NA	108.03	NA	108.03	NA
3.3	Total number cases transported per ambulances per day	3.52	NA	3.60	NA	3.60	NA

Note: Total Lives Saved from 15th Sep 2008 to 30th Apr 2014 = 1, 68,209

SL. No.	Details	During the Month - Mar'14		During the Month - Apr'14		Up to the Month - (Apr'14)	
		Performance	%	Performance	%	Performance	%
4	Types of Emergencies handled						
4.1	Accidental Poisoning	3617	5.19%	3712	5.39%	3712	5.39%
4.2	Acute Abdomen	5350	7.68%	5437	7.89%	5437	7.89%
4.3	Allergic Reactions	49	0.07%	41	0.06%	41	0.06%
4.4	Animal Attack	1509	2.17%	1670	2.42%	1670	2.42%
4.5	Assault	2974	4.27%	3556	5.16%	3556	5.16%
4.6	Behavioral	4	0.01%	2	0.00%	2	0.00%
4.7	Cardiac/Cardio Vascular	4140	5.94%	3894	5.65%	3894	5.65%
4.8	Diabetes	605	0.87%	649	0.94%	649	0.94%
4.9	Disasters due to Natural elements	3	0.00%	3	0.00%	3	0.00%
4.10	Epilepsy	1840	2.64%	1763	2.56%	1763	2.56%
4.11	Fevers / Infections	1171	1.68%	1058	1.54%	1058	1.54%
4.12	Fire/Burns	760	1.09%	735	1.07%	735	1.07%
4.13	Hazmat (Hazardous Material)	1	0.00%	1	0.00%	1	0.00%
4.14	Industrial	10	0.01%	13	0.02%	13	0.02%
4.15	Neonatal(upto 1 month)	1827	2.62%	1954	2.84%	1954	2.84%
4.16	Paediatric(1-12years)	119	0.17%	129	0.19%	129	0.19%
4.17	Pregnancy related	19850	28.50%	18997	27.56%	18997	27.56%
4.18	Respiratory	2330	3.34%	2310	3.35%	2310	3.35%
4.19	Road Traffic Accident - Trauma	14941	21.45%	14600	21.18%	14600	21.18%
4.20	Stroke/Cerebro Vascular Accidents	2379	3.42%	2169	3.15%	2169	3.15%
4.21	Suicide attempt	324	0.47%	381	0.55%	381	0.55%
4.22	Trauma	3201	4.60%	3401	4.93%	3401	4.93%
4.23	Unconscious	1360	1.95%	1298	1.88%	1298	1.88%
4.24	Others	1295	1.86%	1148	1.67%	1148	1.67%
	Total Medical Emergencies (1.4.1/2.3)	69659	100.00%	68921	100.00%	68921	100.00%
5	AN Mother and Neonatal – Emergencies Care						
5.1	Inter Facility Transfer of AN Mothers						
5.1.1	Number of cases lifted thro' ERC to Hospital	8789	44.28%	8305	43.72%	8305	43.72%
5.1.2	Number of cases lifted from Hospital	11061	55.72%	10692	56.28%	10692	56.28%
5.1.3	Number of cases re-referred by Hospital to Higher Level	8	0.04%	4	0.02%	4	0.02%
5.1.4	Number of cases re-referred by referred institutions	0	0.00%	1	0.01%	1	0.01%
5.1.5	Total Number of Re-referred cases (5.1.3+5.1.4)	8	0.04%	5	0.03%	5	0.03%
5.1.6	Total Number of AN Cases	19850	100.00%	18997	100.00%	18997	100.00%
5.2	IFT others	16229	59.47%	16497	60.68%	16497	60.68%
5.2.1	Neonatal (upto 1 month)	1635	5.99%	1769	6.51%	1769	6.51%
5.2.2	Road Traffic Accident - Trauma	3345	12.26%	3420	12.58%	3420	12.58%
5.2.3	Accidental Poisoning	1734	6.35%	1796	6.61%	1796	6.61%
5.2.4	Cardiac/Cardio Vascular	1580	5.79%	1472	5.41%	1472	5.41%
5.2.5	Others	7935	29.08%	8040	29.57%	8040	29.57%
5.2.6	Total number of IFTs (5.1.2+5.2)	27290	100.00%	27189	100.00%	27189	100.00%
5.3	AN Mother/Infant Mother - Follow-Up Data						
5.3.1	Number of Maternal Mortality at Hospital	3	0.02%	4	0.02%	4	0.02%
5.3.2	Number of Infant Mortality at Hospital	4	0.02%	2	0.01%	2	0.01%
5.4	Neo-natal transport Data						
5.4.1	Neonatal cases transported in Neo-natal ambulances	847	46.36%	909	46.52%	909	46.52%
5.4.2	Total Neonatal cases transported (Ref. 4.15)	1827	100.00%	1954	100.00%	1954	100.00%
6	Availed Tribal case count						
6.1	Total number of cases taken from Tribal areas	1583	NA	1675	NA	1675	NA
7	Critical Life Saved						
7.1	Total Number of Lives Saved***	3052	NA	3236	NA	3236	NA
8	Death En-route Case Details						
8.1	Total number of cases where victims "Vitals were not recordable"	68	NA	71	NA	71	NA

Financial Performance

10	Financial Performance	Planned		Achieved				Difference		Remarks
		During Month	Upto Month	During Month	Upto Month	Difference During Month	Excess During Month	Savings Upto Month	Excess Upto Month	
10.1	108 Call center Salary Expenditure	23.72	23.72	18.87	18.87	4.85	-	4.85	-	
10.2	Ambulance Personnel Cost	382.70	382.70	355.10	355.10	27.60	-	27.60	-	
10.3	Care Personnel Cost	8.33	8.33	7.46	7.46	0.87	-	0.87	-	
10.4	Fuel Cost	211.67	211.67	220.36	220.36	(8.69)	(8.69)	-	(8.69)	Due to increased per month KM
10.5	Repairs and Maintenance	43.14	43.14	53.76	53.76	(10.62)	(10.62)	-	(10.62)	Due to Labour and Spares cost increase Plus Running KM increased
10.6	Medical Consumables	18.95	18.95	19.57	19.57	(0.62)	(0.62)	-	(0.62)	
10.7	Ambulance Mobile Telephone Expenditure	3.71	3.71	4.63	4.63	(0.92)	(0.92)	-	(0.92)	
10.8	Replacement of Tyres	26.71	26.71	18.40	18.40	8.31	-	8.31	-	
10.9	Refurbishment of Ambulances	22.14	22.14	9.85	9.85	12.30	-	12.30	-	Due to Labour and Spares cost increase
10.10	Uniform	4.22	4.22	2.97	2.97	1.25	-	1.25	-	
10.11	Vehicle Insurance	9.10	9.10	3.07	3.07	6.03	-	6.03	-	
10.12	Training Cost	22.62	22.62	4.10	4.10	18.52	-	18.52	-	
10.13	Other Insurance	-	-	-	-	-	-	-	-	
10.14	Annual Maintenance	0.24	0.24	0.64	0.64	(0.40)	(0.40)	-	(0.40)	
10.15	Other Salaries- Support Staff	51.46	51.46	30.58	30.58	20.88	-	20.88	-	
10.16	Marketing Expenditure	14.25	14.25	10.91	10.91	3.34	-	3.34	-	
10.17	Travelling Cost	12.06	12.06	11.26	11.26	0.80	-	0.80	-	
10.18	Administrative Expenditure (Telephone, Electricity, house keeping, security, office expenditures)	35.51	35.51	34.37	34.37	1.15	-	1.15	-	Due to increase in office Admin cost.
	Sub Total	890.53	890.53	805.89	805.89	84.64	(21.24)	105.89	(21.24)	

	Financial Performance	Planned		Achieved				Difference		Remarks
		During Month	Upto Month	During Month	Upto Month	Difference During Month	Excess During Month	Savings Upto Month	Excess Upto Month	
	Non Recurrent Cost									
1	Sense - Call Center Equipment	5.85	5.85	-	-	5.85	-	5.85	-	
2	Training Material	1.88	1.88	-	-	1.88	-	1.88	-	
3	NDME -Medical equipment	26.23	26.23	7.46	7.46	18.77	-	18.77	-	
4	Infrastructure - Emergency Response Center	0.63	0.63	-	-	0.63	-	0.63	-	
5	One Time Shifting Charges	-	-	-	-	-	-	-	-	
	Sub Total	34.58	34.58	7.46	7.46	27.12	-	27.12	-	
	Total	925.12	925.12	813.35	813.35	111.76	(21.24)	133.01	(21.24)	
	ECC	24.03	24.03	8.84	8.84	15.20	-	15.20	-	
	Grand Total	949.15	949.15	822.19	822.19	111.76	(21.24)	148.21	(21.24)	

Note: Budgeted during month : 949.15 No. of line items under utilized during month **16**
 Budget released during month : 1,000.00 No. of line items over utilized during month **5**
 Expenditure during month : 822.19
Savings during month : 126.96

Note: Budgeted upto month : 949.15 No. of line items under utilized upto month **16**
 Budget released upto month : 1,000.00 No. of line items over utilized upto month **5**
 Expenditure upto month : 822.19
Savings upto month : 126.96

Annexure A – Ambulance Details

S No	Ambulance Distribution Data	Phase I Ambulance Count and GH Vehicles (Force Motors)	Phase II Ambulance Count and GH Vehicles(Swaraj Mazda & Eicher)	Total
1	Number of Ambulances Supplied	434	204	638
2	Number of Ambulances modified	434	204	638
3	Number of Ambulances Launched during the month	0	0	0
4	Number of ambulances handed over to IRCS	0	0	0
5	Number of Ambulance on road for the month	418	190	608
6	Number of Ambulance Off road for the month (Down due to breakdown/Accident/FC/ Manpower shortage)	1-Chennai 2-Kancheepuram 1-Madurai 1-Ramanathapuram 1-Sivagangai 1-Thiruvallur 2-Thiruvanamalai 2-Tirupur 1-Vellore 3-Villupuram 1-Virudhunagar	1-Ariyalur 1-Dindigul 1-Kanyakumari 3-karur 1-Nagapattinam 1-Sivagangai 1-The Nilgris 1-Thoothukudi 3-Vellore 1-Villupuram	30
	A)Down due to Condemnation	(Already replaced with new ambulances - 10) Yet to be replaced - 2		2
	B)Down due to Refurbishment /Accident	19		19
	C)Down due to Manpower shortage	9		9
7	Spare ambulances used in Districts	1-Ariyalur 1-Coimbatore 1-Dharmapuri 4-Kancheepuram 2-Madurai 1-Nagapattinam 1-Pudukkottai 2-Ramanathapuram 1-Thanjavur 1-Theni 1-Thiruvallur 1-Thiruvanamalai 1-Thiruvarur 1-Thoothukudi 2-Tiruchirapalli 3-Tirunelveli 1-Tirupur 2-Vellore 2-Virudhunagar	1-Cuddalore 1-Dharmapuri 1-Dindigul 1-Erode 1-Kanyakumari 1-Krishnagiri 1-Namakkal 2-Salem 2-Sivagangai 1-The Nilgris 1-Thiruvarur 3-Vellore 4-Villupuram	49

Annexure B: District Wise Distribution of Ambulances

Districts	Count of Ambulances
ARIYALUR	11
CHENNAI	29+ 2 Neonatal ambulances
COIMBATORE	23
CUDDALORE	25 + 1 NN
DHARMAPURI	17 + 1 NN
DINDIGUL	17
ERODE	20
KANCHEEPURAM	38 + 2 NN
KANYAKUMARI	9 + 1 NN
KARUR	13
KRISHNAGIRI	15 + 1 NN
MADURAI	20 + 1 NN
NAGAPATTINAM	17
NAMAKKAL	14
PERAMBALUR	10
PUDUKOTTAI	15 + 1 NN
RAMANATHAPURAM	17 + 1 NN
SALEM	23 + 1 NN
SIVAGANGAI	14
THANJAVUR	18 + 1 NN
THE NILGIRIS	11
THENI	11
THIRUVALLUR	32
THIRUVANAMALAI	26 + 1 NN
THIRUVARUR	14
THOOTHUKUDI	13 + 1 NN
TIRUCHIRAPALLI	20 + 1 NN
TIRUNELVELI	22 + 1 NN
TIRUPUR	17
VELLORE	39 + 2 NN
VILLUPURAM	32 + 1 NN
VIRUDHUNAGAR	15 + 1 NN
Grand Total	638

Annexure C: District Wise Trip Details

1st -30th Apr 2014						
District	No: of Ambulances	Trips Upto the Month	Average no: of trips/amby/day	Total Kilometre Run	Kilometre/ Amby/Day	Average Kilometre/Trip
CHENNAI	31	4758	5.12	86740	93	18
CUDDALORE	26	3629	4.65	151371	194	42
THANJAVUR	19	2616	4.59	100258	176	38
COIMBATORE	23	3112	4.51	101051	146	32
THENI	11	1467	4.45	71504	217	49
TIRUPUR	17	2231	4.37	95183	187	43
MADURAI	21	2703	4.29	92174	146	34
THIRUVALLUR	32	4084	4.25	172134	179	42
DHARMAPURI	18	2293	4.25	122000	226	53
PUDUKKOTAI	16	2026	4.22	90616	189	45
TIRUCHIRAPALLI	21	2632	4.18	96570	153	37
KRISHNAGIRI	16	1992	4.15	110039	229	55
SIVAGANGAI	14	1736	4.13	87052	207	50
NAGAPATTINAM	17	2052	4.02	107868	212	53
KANCHEEPURAM	40	4801	4.00	207026	173	43
VILLUPURAM	33	3940	3.98	204202	206	52
THIRUVANNAMALAI	27	3222	3.98	178741	221	55
SALEM	24	2848	3.96	121124	168	43
ARIYALUR	11	1297	3.93	56775	172	44
ERODE	20	2289	3.82	90172	150	39
DINDIGUL	17	1936	3.80	91284	179	47
NAMAKKAL	14	1589	3.78	63840	152	40
TIRUNELVELI	23	2523	3.66	134416	195	53
THIRUVARUR	14	1518	3.61	76285	182	50
VELLORE	41	4404	3.58	267202	217	61
KANYAKUMARI	10	1051	3.50	38458	128	37
THOOTHUKUDI	14	1467	3.49	69941	167	48
RAMANATHAPURAM	18	1881	3.48	108668	201	58
VIRUDHUNAGAR	16	1611	3.36	84748	177	53
PERAMBALUR	10	979	3.26	47021	157	48
KARUR	13	1029	2.64	45331	116	44
THE NILGRIS	11	623	1.89	46615	141	75
TOTAL	638	76339	3.99	3416409	178	45

Annexure D – Hospital Case Admission Details

S No	Hospital Case Admission Details	During the month – Apr'14		Upto the month	
		Count	%	Count	%
1	Number of cases admitted in Government Hospitals	60,202	87.35%	60,202	87.35%
2	Number of cases admitted in Private Hospitals	3,187	4.62%	3,187	4.62%
3	Others (Number of cases provided First aid only refused treatment, etc.)	5,532	8.03%	5,532	8.03%
TOTAL		68,921	100.00	68,921	100.00

Annexure E: District Wise Emergency Cases Handled (Apr 2014)

Apr'14																		
EMERGENCY TYPE	ARIYALUR	CHENNAI	COIMBATORE	CUDDALORE	DHARMAPURI	DINDIGUL	ERODE	KANCHEEPURAM	KANYAKUMARI	KARUR	KRISHNAGIRI	MADURAI	NAGAPATTINAM	NAMAKKAL	PERAMBALUR	PUDUKOTTAI	RAMANATHAPURAM	SALEM
Ambulance count	11	31	23	26	18	17	20	40	10	13	16	21	17	14	10	16	18	24
Accidental Poisoning	80	105	139	230	140	90	88	183	40	40	80	153	149	81	68	131	74	123
Acute Abdomen	122	354	200	395	149	97	123	379	55	55	108	173	215	109	95	112	176	120
Allergic Reactions	2	1	3	1	1	1		4	1		1	3	5		1			1
Animal Attack	51	6	48	148	40	36	25	107	14	34	19	51	86	41	26	76	60	50
Assault	91	152	120	200	123	83	106	132	78	61	86	120	129	71	59	151	119	133
Behavioral								1										1
Cardiac/Cardio Vascular	69	265	194	202	104	101	117	208	42	54	69	159	125	85	53	98	126	134
Diabetes	5	55	32	33	22	10	20	42	11	6	12	32	15	15	10	15	3	31
Disasters due to Natural elements		1																
Environmentals			2			1		2						1				
Epilepsy	22	205	90	71	45	40	54	146	19	16	28	55	59	34	16	32	24	58
Fevers / Infections	23	66	44	60	26	18	22	78	12	26	14	26	32	22	32	27	47	39
Fire/Burns	10	42	29	54	11	23	21	35	5	11	12	29	17	20	7	14	20	26
Hazmat (Hazardous Material)				1														
Industrial		1	1					3			1							1
Neonatal (upto 1 month)	29	176	47	53	121	49	43	108	22	26	59	89	22	50	30	33	50	88
Others	18	166	60	50	33	21	27	79	9	23	19	35	31	18	12	11	29	33
Paediatric (1-12years)	3	8	3	5	4	10	2	18		2	3	2	2	2		3	2	3
Pregnancy related	372	582	604	852	616	503	500	1080	259	231	709	641	375	314	237	569	435	688
Respiratory	23	244	137	97	44	39	67	150	35	24	42	81	60	47	33	40	56	115
Stroke/CerebroVascular Accidents	44	216	91	102	48	45	82	128	31	36	32	69	58	74	26	43	44	75
Suicide attempt	8	46	11	25	10	6	12	27	2	5	7	9	10	14	4	5	6	12
Trauma (non Vehicular)	33	443	164	114	96	75	110	212	54	36	53	126	117	89	36	75	77	129
Trauma (Vehicular)	163	909	673	563	432	451	586	1081	215	214	396	542	338	301	136	425	388	635
Unconscious	20	225	102	48	14	27	30	77	17	15	21	54	21	19	22	31	22	50
Grand Total	1188	4268	2794	3304	2079	1726	2035	4280	921	915	1771	2449	1866	1407	903	1891	1758	2545
Number of cases/ambulance	108	138	121	127	116	102	102	107	92	70	111	117	110	101	90	118	98	106
Number of cases/Ambulance/day	3.6	4.6	4.0	4.2	3.9	3.4	3.4	3.6	3.1	2.3	3.7	3.9	3.7	3.4	3.0	3.9	3.3	3.5

District Wise Emergency Cases Handled...contd (Apr 2014)

EMERGENCY TYPE	SIVAGANGAI	THANJAVUR	THE NILGIRIS	THENI	THIRUVALLUR	THIRUVANNAMALAI	THIRUVARUR	THOOTHUKUDI	TIRUCHIRAPPALLI	TIRUNELVELI	TIRUPUR	VELLORE	VILLUPURAM	VIRUDHUNAGAR	Grand Total
Ambulance count	14	19	11	11	32	27	14	14	21	23	17	41	33	16	638
Accidental Poisoning	79	153	26	85	129	198	91	71	125	135	120	182	270	54	3712
Acute Abdomen	119	187	66	122	326	202	142	92	181	164	142	267	293	97	5437
Allergic Reactions	2	2	1	1	1	2	1		1	4				1	41
Animal Attack	39	57	6	32	66	100	38	35	69	68	18	80	118	26	1670
Assault	103	170	34	73	99	129	76	77	145	146	100	175	139	76	3556
Behavioral															2
Cardiac/Cardio Vascular	85	121	47	105	234	122	98	72	110	138	149	210	139	59	3894
Diabetes	12	7	7	15	35	17	23	12	18	29	28	44	24	9	649
Disasters due to Natural elements							1	1							3
Environmentals									1	1		1	1		10
Epilepsy	20	64	20	31	119	75	34	27	53	51	49	94	86	26	1763
Fevers / Infections	12	19	9	21	53	46	15	13	19	42	40	56	72	27	1058
Fire/Burns	26	29	5	12	42	29	16	20	23	29	19	51	35	13	735
Hazmat (Hazardous Material)															1
Industrial	1								3	1			1		13
Neonatal(upto 1 month)	22	58	13	22	60	90	21	46	72	66	54	192	86	57	1954
Others	28	49	15	25	67	27	26	23	32	30	31	51	42	18	1138
Paediatric(1-12years)	3	1	1	3	8	10	1	1	7	3	2	10	6	1	129
Pregnancy related	445	671	163	398	1003	1074	354	417	700	576	400	1490	1204	535	18997
Respiratory	40	59	25	41	158	77	59	38	78	86	67	122	87	39	2310
Stroke/Cerebrovascular Accidents	45	62	30	45	121	73	48	48	80	59	93	98	84	39	2169
Suicide attempt	8	15	2	7	36	13	7	7	14	9	6	11	21	6	381
Trauma (non Vehicular)	74	86	37	70	205	121	76	58	103	110	79	138	133	72	3401
Trauma (Vehicular)	434	509	62	226	791	455	256	259	509	497	516	726	594	318	14600
Unconscious	14	35	14	20	84	48	14	20	36	26	42	49	63	18	1298
Grand Total	1611	2354	583	1354	3637	2908	1397	1337	2379	2270	1955	4047	3498	1491	68921
Number of cases/ambulance	115	124	53	123	114	108	100	96	113	99	115	99	106	93	108
Number of cases/Ambulance/day	3.8	4.1	1.8	4.1	3.8	3.6	3.3	3.2	3.8	3.3	3.8	3.3	3.5	3.1	3.6

Annexure F: District Wise Kilometre Run & Kilometre / Litre Details

Sl.No	District	Ambulance Count	During the month Apr 2014		Ambulance Count	Upto the month Apr' 14	
			KM	Kmpl		KM	Kmpl
1	ARIYALUR	11	56775	9.31	11	56775	9.31
2	CHENNAI	31	86740	8.27	31	86740	8.27
3	COIMBATORE	23	101051	9.52	23	101051	9.52
4	CUDDALORE	26	151371	9.40	26	151371	9.40
5	DHARMAPURI	18	122000	9.34	18	122000	9.34
6	DINDIGUL	17	91284	8.34	17	91284	8.34
7	ERODE	20	90172	8.49	20	90172	8.49
8	KANCHEEPURAM	40	207026	9.38	40	207026	9.38
9	KANYAKUMARI	10	38458	7.93	10	38458	7.93
10	KARUR	13	45331	8.62	13	45331	8.62
11	KRISHNAGIRI	16	110039	8.85	16	110039	8.85
12	MADURAI	21	92174	9.77	21	92174	9.77
13	NAGAPATTINAM	17	107868	8.78	17	107868	8.78
14	NAMAKKAL	14	63840	8.87	14	63840	8.87
15	PERAMBALUR	10	47021	9.74	10	47021	9.74
16	PUDUKOTTAI	16	90616	10.74	16	90616	10.74
17	RAMANATHAPURAM	18	108668	10.87	18	108668	10.87
18	SALEM	24	121124	8.97	24	121124	8.97
19	SIVAGANGAI	14	87052	9.20	14	87052	9.20
20	THANJAVUR	19	100258	8.71	19	100258	8.71
21	THE NILGIRIS	11	46615	6.53	11	46615	6.53
22	THENI	11	71504	10.84	11	71504	10.84
23	TIRUPUR	17	95183	9.69	17	95183	9.69
24	THIRUVALLUR	32	172134	9.50	32	172134	9.50
25	THIRUVANNAMALAI	27	178741	10.32	27	178741	10.32
26	THIRUVARUR	14	76285	9.25	14	76285	9.25
27	THOOTHUKUDI	14	69941	8.83	14	69941	8.83
28	TIRUCHIRAPPALLI	21	96570	10.22	21	96570	10.22
29	TIRUNELVELI	23	134416	10.46	23	134416	10.46
30	VELLORE	41	267202	9.38	41	267202	9.38
31	VILLUPURAM	33	204202	8.62	33	204202	8.62
32	VIRUDHUNAGAR	16	84748	10.24	16	84748	10.24
TOTAL		638	3416409	9.28	638	3416409	9.28

Annexure G: Human Resources Details- Manpower count and Attrition Count (Apr'14)

S. No	Associate Classification	Head Count								
		During the month (New)			Upto the month			Current Month		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
1	Emergency Response Officers (CO/DOs/EROs)	14	4	18	14	4	18	77	76	153
2	CO/DO/ERO (Under Training)									
3	Assigned PDOs									
4	EMT (Trained)	14	11	25	14	11	25	994	485	1479
5	EMT (Under Training)									
6	Pilot (Trained)	53	0	53	53	0	53	1600	0	1600
7	Pilot (Under Training)									
8	Operations Staff	3	0	3	3	0	3	68	7	75
9	Support Staff	4	3	7	4	3	7	67	24	91
Total		88	18	106	88	18	106	2806	592	3398

Sl No.	Associate Attrition	Attrition Count					
		During the month			Up to the month		
		Male	Female	Total	Male	Female	Total
1	Emergency Response officers (ERO)	2	4	6	2	4	6
2	EMT	3	2	5	3	2	5
3	Pilot	5	0	5	5	0	5
4	Operations Staff	3	0	3	3	0	3
5	Support Staff	2	2	4	2	2	4
Total		15	8	23	15	8	23

Annexure H: District Wise Hospital MoU Details

The number of MoU's signed with private hospital in Apr 2014 is zero.

Total MoU's signed with private hospitals from 15th Sep '08 to 30th Apr 2014 =1806.

Annexure I – Call and Dispatch Average Handle Time

S No	Call / Dispatch Time Break-Up	During the Month Time (HH:MM:SS)	Greater than Average in %	Up to the Month Time (HH:MM:SS)
1	Average Call to Dispatch Time	0:03:25	42%	0:03:25
2	Average Time taken from Base to Scene/Incident	0:17:33	42%	0:17:33
3	Average Time taken at the Scene / Incident Location	0:11:50	44%	0:11:50
4	Average Time taken from Scene to Hospital	0:34:50	46%	0:34:50
5	Average Time taken from Call to Hospital	1:07:51	45%	1:07:51

Apr 2014 - Call to scene Split up								
Call to scene	IFT	IFT %	IFT Rural	IFT Urban	NON - IFT	NON- IFT %	Non IFT Rural	Non IFT Urban
0- 5 min	5946	21.9	4232	1714	1984	4.8	1286	698
5- 10 min	5186	19.1	3265	1921	6470	15.5	3794	2676
10 - 15 min	2401	8.8	1610	791	7030	16.8	4651	2379
15 - 20 min	2486	9.1	1863	623	6656	15.9	4942	1714
20 - 25 min	2304	8.5	1855	449	5411	13.0	4373	1038
25 - 30 min	2181	8.0	1794	387	4228	10.1	3558	670
30 - 35 min	1836	6.8	1539	297	3194	7.7	2790	404
35 - 40 min	1406	5.2	1139	267	2274	5.4	2036	238
40 - 45 min	1028	3.8	860	168	1484	3.6	1352	132
45 - 50 min	692	2.5	583	109	1038	2.5	946	92
50 - 55 min	498	1.8	424	74	639	1.5	587	52
55 - 60 min	349	1.3	299	50	417	1.0	383	34
> 60 min	876	3.2	668	208	907	2.2	825	82
Total cases	27189	100.0	20131	7058	41732	100.0	31523	10209

Apr 2014 - Call to hospital Split up								
Call to hospital	IFT	IFT %	IFT Rural	IFT Urban	NON IFT	NON- IFT %	Non IFT Rural	Non IFT Urban
0 -10 min	100	0.4	74	26	2054	4.9	1191	863
10 -20 min	169	0.6	66	103	3454	8.3	2041	1413
20 - 30 min	843	3.1	382	461	4859	11.6	3096	1763
30 - 40 min	1648	6.1	988	660	5882	14.1	4065	1817
40 - 50 min	2362	8.7	1740	622	6003	14.4	4559	1444
50 - 60 min	2921	10.7	2320	601	5401	12.9	4320	1081
>60 min	19146	70.4	14561	4585	14079	33.7	12251	1828
Total cases	27189	100.0	20131	7058	41732	100.0	31523	10209

	IFT			Non-IFT		
District	Call - Wheel	Base - Scene	Call to Scene	Call - Wheel	Base - Scene	Call to Scene
ARIYALUR	0:03:02	0:17:04	0:20:05	0:03:52	0:24:33	0:28:26
CHENNAI	0:03:26	0:10:46	0:14:12	0:03:45	0:10:19	0:14:04
COIMBATORE	0:02:39	0:11:53	0:14:32	0:03:28	0:12:52	0:16:20
CUDDALORE	0:03:10	0:15:11	0:18:21	0:03:56	0:20:23	0:24:19
DHARMAPURI	0:02:51	0:17:21	0:20:12	0:03:35	0:20:49	0:24:24
DINDIGUL	0:02:49	0:15:24	0:18:13	0:03:22	0:16:56	0:20:18
ERODE	0:03:07	0:14:16	0:17:23	0:03:26	0:14:43	0:18:10
KANCHEEPURAM	0:03:25	0:17:41	0:21:06	0:03:47	0:16:25	0:20:13
KANYAKUMARI	0:02:50	0:19:00	0:21:49	0:03:22	0:16:03	0:19:25
KARUR	0:02:56	0:15:07	0:18:03	0:03:30	0:17:00	0:20:30
KRISHNAGIRI	0:02:54	0:17:21	0:20:15	0:03:42	0:23:58	0:27:40
MADURAI	0:03:00	0:16:31	0:19:31	0:03:37	0:16:00	0:19:36
NAGAPATTINAM	0:03:22	0:19:15	0:22:37	0:03:44	0:20:38	0:24:23
NAMAKKAL	0:03:04	0:13:27	0:16:31	0:03:22	0:15:47	0:19:09
PERAMBALUR	0:03:23	0:18:39	0:22:02	0:03:38	0:21:49	0:25:27
PUDUKOTTAI	0:02:43	0:16:47	0:19:30	0:03:30	0:20:01	0:23:31
RAMANATHAPURAM	0:02:46	0:17:20	0:20:05	0:03:20	0:20:57	0:24:17
SALEM	0:02:49	0:16:45	0:19:33	0:03:22	0:17:38	0:20:59
SIVAGANGAI	0:02:54	0:17:42	0:20:36	0:03:39	0:21:05	0:24:44
THANJAVUR	0:03:08	0:18:31	0:21:39	0:03:51	0:21:26	0:25:17
THE NILGIRIS	0:03:07	0:22:36	0:25:43	0:03:19	0:27:07	0:30:26
THENI	0:02:49	0:14:59	0:17:48	0:03:13	0:16:40	0:19:53
THIRUVALLUR	0:03:07	0:17:19	0:20:26	0:03:50	0:18:45	0:22:36
THIRUVANNAMALAI	0:03:18	0:21:11	0:24:29	0:03:48	0:23:05	0:26:53
THIRUVARUR	0:03:12	0:17:29	0:20:41	0:04:18	0:20:09	0:24:27
THOOTHUKUDI	0:02:47	0:19:38	0:22:25	0:03:21	0:20:26	0:23:46
TIRUCHIRAPPALLI	0:02:59	0:17:38	0:20:37	0:03:30	0:19:02	0:22:32
TIRUNELVELI	0:02:55	0:19:06	0:22:00	0:03:18	0:17:41	0:20:59
TIRUPUR	0:03:00	0:13:58	0:16:58	0:03:34	0:15:19	0:18:53
VELLORE	0:03:15	0:17:37	0:20:52	0:03:43	0:18:55	0:22:38
VILLUPURAM	0:03:10	0:18:13	0:21:23	0:04:02	0:24:17	0:28:19
VIRUDHUNAGAR	0:02:58	0:20:25	0:23:23	0:03:13	0:21:02	0:24:15
STATE Average	0:03:04	0:16:57	0:20:02	0:03:39	0:18:30	0:22:09

Annexure J: Interesting Emergency Case

Emergency case 1

Case ID	1833078
Date	28.04.2014
Assign Time	08:11
Ambulance Location	Chengalpatt medical college and Hospital Neonatal ambulance
District	Kancheepuram
Name of EMT	Mr.H.Akilan Henry
ID Number	59157
Name of Pilot	Mr.Babu
ID Number	43787
Patient details	
Age	11 day
Gender	Male
Name	Baby of Surya
Emergency Type	Congenital heart disease
Level of Consciousness	lethargy
Case Details (Description)	<p>On 28th February, our Chengalpatt medical college and hospital received a call from DO at 8:11Am stating that Baby of Surya, 11 days old male neonate with birth weight of 1kg was referred from Vilanthai PHC to ICH- Egmore, for the complaints of respiratory distress, Low birth weight and congenital heart disease. It was an enroute pick up from Cuddalore general hospital neonatal ambulance. Immediately our NEMT Mr.H.Akilan Henry reached the scene at 9.00Am. He received the neonate from the NEMT Mrs.D.Revathi and assessed the neonate. The neonate was in shock and severe distress. The vitals were while receiving was Skin color- pale, CRT- >3sec, T- 37.5C, HR- 88b/m, Pulse volume- weak, Cry and movements- absent, RR-28b/m, SpO2- 60% (without oxygen), 88% (with oxygen), CBG- 305mg/dl, DOWNES score-8/10. NEMT Mrs.D.Revathi administered Inj.Adrenaline 2 bolus dose and Sodium bicarbonate 2ml/kg was administered and also Inj.Calcium gluconate 2ml with equal parts of NS was administered. NEMT took the neonate to the Chengalpatt medical college and hospital for intubation and stabilization. In Chengalpatt medical college and hospital intubation was done. IMV mode ventilator was connected to the neonate with PEEP- 5, PIP- 18. As per NERCP Dr.V.Vidhya, Inj.Dopamine and Inj. Dobutamine 4mg diluted with 12ml NS and 0.5ml/hr was started. On enroute the vitals were in status quo Skin color- pale, CRT- <3sec, T- 37.5C, HR- 94b/m, Pulse volume- weak, Cry and movements- absent, RR-40b/m, SpO2- 90% (with oxygen), CBG- 266mg/dl. As per NERCP advice Inj.Adrenaline 1.2ml was also administered to the neonate through IV.</p> <p>Then the Neonate was safely shifted to ICH-Egmore with the stable vitals after 3hours prehospital care Skin color-pink, CRT- /<3sec, T- 37.5C, HR- 112b/m, Cry – absent, movements- present, RR-40b/m, SpO2- 94% (with oxygen), CBG- 240mg/dl.</p>
Photographs/Media	
Report/ Appreciation Letter	

Emergency Case – 2

Case Details Format	
Case ID	1660846
Date	19.4.14
Assign Time	10:36
Ambulance Location	Perumpalai Phc
District	Dharmapuri
Name of EMT	J.Ravikumar
ID Number	17991
Name of Pilot	S.Ramesh
ID Number	27803
Patient details	
Age	21
Gender	Female
Name	Mrs.Elaikiya
Contact Number (Patient / informer)	9843393941
Emergency Type	Hanging-Nylon Rope
Level of Consciousness	Semi concious
Case Details	<p>A 21-year old Female tried to commit suicide by hanging herself from the ceiling fan at her hostel room. She was allegedly depressed and the door was bolted from inside and She was not responding to calls to open it. A carpenter was called in, and he broke open the door for her roommates and people around to find the young girl hanging from the ceiling fan.</p> <p>They then immediately tried to get her down from the rope and called upon 108. The Perumpalai location received a call at 10.36hrs and reaching the scene they found that victim was in a state of unconsciousness, not breathing not having a palpable carotid pulse, both the pupils were dilated non reacting to light and must have sustained an obvious neck fracture.</p>
Prehospital Care Provided	<p>EMT immediately recognized the traumatic arrest of her followed by hanging. He then immediately stabilized her neck using C- collar and started Cardio Pulmonary Resuscitation (CPR) by providing chest compressions and Bag Mask Ventilation. Slowly with ongoing CPR got shifted into the ambulance with the help of Pilot .</p> <p>As soon as she was shifted into the ambulance, EMT observed that there is lot of secretions coming out from mouth of her, so he immediately performed suctioning and maintained the airway using Oropharyngeal airway followed by effective chest compressions and ventilation using Bag Valve mask connected with Oxygen supply of around 15LPM.</p> <p>EMT Umesh conferenced with Emergency Physician online and administered Inj.Atropine 2amp Intramuscularly. She then got shifted to Dharmapuri GH during handing over there was a presence of carotid pulse at the rate of 20/min, started breathing irregularly at a rate about 6/min,Spo2 improved upto 50%.</p> <p>In hospital she got intubated and kept under ventilatory support. Following a vigorous resuscitation efforts within a week's time her health progressed more quickly than anticipated.</p>
Additional Challenges	
Photographs**	



Patient got stabilised using SMRD

Emergency Case – 3

Case Details Format	
Case ID	1922370
Date	04.05.14
Assign Time	09:46
Ambulance Location	Vadalore PHC
District	Cuddalore
Name of EMT	D. Varalakshmi
ID Number	42152
Name of Pilot	Venkatesan
ID Number	28655
Patient details	
Age	28
Gender	Female
Name	Gangaiammal
Contact Number (Patient / informer)	9942151948
Emergency Type	Delivery Assisted in ambulance
Level of Consciousness	Alert, Oriented
Case Details	<p>This is a case of Labour Pain - Inter Facility Transfer from Vadalore PHC to Cuddalore in which the patient Mrs . Gangammal who was pregnant for the 5th time. She also had a previous history of Ante Partum Hemorrhage (APH) and Pre Term delivery in the past. In vadalore PHC on examining the patient they identified that the patient was in apparent Foetal Distress. So they decided to refer her to cuddalore GH. They then called 108 ambulance for the transfer. EMT took the patient into the ambulance after completing the referral formalities. She then applied oxygen to her and assessed for the signs of imminent delivery. Within few minutes of transport the contractions got stronger and crowning was present.</p>
Prehospital Care Provided	<p>EMT Mrs. Varalakshmi Started IV fluid, also observed that there is Less Foetal Movement. The EMT and Pilot decided to stop the ambulance and to assist the delivery at scene.</p> <p>Gangammal delivered a female baby at 10:30hrs safely .The timely intervention of ERCP advice for Inj. Syntocin IV helped the EMT in assisting the delivery the baby safely. Furthermore EMT ensured the safe delivery of the baby and shifted both the newborn and the mother safely to the hospital.</p>
Additional Challenges	Hypoxia
Photographs**	



EMT performing Neonatal Resuscitation in the ambulance following the delivery in ambulance.

Annexure K – Important Events & Photographs

Event: EMT day celebrated at Chennai Head Office and in the districts on 2nd April 2014. Directorate of Medical Education Dr. Geethalakshmi MD, Phd felicitated the best performing EMT's across the state.



Event: Demo done at Ambedkar Urban Health Centre on 22nd April. Around 50 Pregnant mothers participated in the event. Equipments available inside the ambulance was explained and also educated about Safe Transportation.



Other Events:

- EDD/HRP data follow up thro VHN/Preg Mothers in every district by deputing an EMT in Major Govt Institutions. (100 identified Hospitals)
- Hot Spot analysis done in all locations to identify zero call villages and demo carried out in that villages to improve the utilisation.

Annexure L: AN – Cases Monthly Report (Apr '14)

AN - Cases Monthly Report									
For the month of Apr 2014									
S No	District Name	Number of cases lifted thro' ERC to PHC	Number of cases lifted thro' ERC to GH/MC	Number of cases referred by PHC	Number of cases referred by GH	Total Pregnancy Cases	Number of cases re-referred by FRU to Higher Level Institutions	Number of cases re-referred by referred institutions	Total Cases Re-referred
1	ARIYALUR	90	70	151	45	372	1	-	1
2	CHENNAI	18	151	61	38	582	-	-	-
3	COIMBATORE	109	110	252	63	604	-	-	-
4	CUDDALORE	139	277	287	130	852	-	-	-
5	DHARMAPURI	193	50	316	35	616	-	-	-
6	DINDIGUL	74	72	289	36	503	-	-	-
7	ERODE	98	56	185	44	500	-	-	-
8	KANCHEEPURAM	250	166	538	74	1080	-	-	-
9	KANYAKUMARI	10	31	154	42	259	-	-	-
10	KARUR	63	57	90	20	231	-	-	-
11	KRISHNAGIRI	197	135	319	42	709	-	-	-
12	MADURAI	96	88	293	79	641	1	-	1
13	NAGAPATTINAM	32	119	126	60	375	-	-	-
14	NAMAKKAL	94	46	147	31	314	-	-	-
15	THE NILGIRIS	30	27	51	45	163	-	-	-
16	PERAMBALUR	54	60	105	10	237	-	-	-
17	PUDUKOTTAI	148	213	151	66	569	-	-	-
18	RAMANATHAPURAM	88	112	156	39	435	-	-	-
19	SALEM	162	76	383	43	688	-	-	-
20	SIVAGANGAI	83	122	141	75	445	-	-	-
21	THANJAVUR	119	252	180	57	671	-	-	-
22	THENI	22	51	235	79	398	-	-	-
23	THIRUVALLUR	174	163	511	108	1003	-	-	-
24	THIRUVANNAMALAI	297	188	450	75	1074	-	-	-
25	THIRUVARUR	29	118	140	90	354	-	1	1
26	THOOTHUKUDI	46	104	206	67	417	-	-	-
27	TIRUCHIRAPPALLI	179	170	275	65	700	1	-	1
28	TIRUNELVELI	46	92	316	94	576	-	-	-
29	TIRUPUR	91	106	216	32	400	-	-	-
30	VELLORE	312	134	728	241	1490	-	-	-
31	VILLUPURAM	345	170	527	120	1204	1	-	1
32	VIRUDHUNAGAR	144	106	200	66	535	-	-	-
Total		3832	3692	8179	2111	18997	4	1	5

Annexure M: Neonatal ambulance cases (Apr'14)

Neonatal Cases Admission -Apr'14					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
1	MADURAI	VALAYANKULAM PHC NEONATAL	ACHIYAMPATTI GH	3	MADURAI GRH
			ALANGANALLUR PHC	1	
			ALLIGUNDAM PHC	2	
			DINDIGUL GH	1	
			KALLUPATTI.T PHC	1	
			KARAIKUDI NEW GH	1	
			KATCHAKATTI PHC	2	
			KONDAGAI PHC	2	
			MATTAPARAI PHC	1	
			MELUR GH	2	
			NILAIYUR PHC	1	
			PALANI GH	2	
			PERAIYUR GH	1	
			POOVANTHI PHC	1	
			PUDUPATTI.T PHC	1	
			SIVAGANGA MCH	3	
			THIRUMANGALAM GH	5	
			THIRUPARANKUNDRAM PHC	1	
			THIRUPUVANAM PHC	3	
			USILAMPATTI GH	9	
			VADIPATTI GH	2	
			VELLALORE PHC	1	
			ARUPUKOTTAI GH	3	
			AYILANGUDI PHC	1	Not an emergency
			ALLIGUNDAM PHC	1	
			KOVILPAGUDI PHC	1	
			VALAYANKULAM PHC NEONATAL-TOTAL	52	
2	DHARMAPURI	DHARMAPURI MEDICAL COLLEGE	ALAPATTI PHC	1	DHARMAPURI MEDICAL COLLEGE HOSPITAL
			CHINNAKUPPAM PHC	1	
			CHINTHALAPADI PHC	1	
			ERIYUR PHC	2	
			HANUMANTHAPURAM PHC	2	
			HARUR GH	8	
			INDUR PHC	2	
			JEKKASAMUDRAM PHC	3	
			KADAMADAI PHC	1	
			KAMBAINALLUR PHC	1	
			KARIMANGALAM PHC	6	
			KRISHNAGIRI GH	2	
			LALIGAM PHC	4	
			MALLAPURAM.B PHC	1	
			MORAPPUR PHC	2	
			NAGADESAMPATTY PHC	5	
			NULAHALLI PHC	3	
			PALAYAMPUDUR PHC	2	
			PANCHAPALLI PHC	1	
			PAPPARAPATTI PHC	5	
			PENNAGARAM GH	1	
			PERIYAMPATTI PHC	2	
			PERUMPALAI PHC	1	
			PULIKARAI PHC	3	
			RAMIYENAHALLI PHC	1	
			SHOLAKOTTAI PHC	1	
			THURINJIPATTI PHC	2	
			GURUBARAHALLI PHC	1	KRISHNAGIRI GH
			DHARMAPURI MEDICAL COLLEGE HOSPITAL	7	SALEM MEDICAL COLLEGE HOSPITAL
			HOSUR GH	2	
			BANDAHALLI PHC	1	Not an emergency
			DHARMAPURI MEDICAL COLLEGE TOTAL	75	

Neonatal Cases Admission -Apr'14					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
3	CUDDALORE	CUDDALORE GH NEONATAL	ARASAKULI PHC	3	CUDDALORE GH
			KUNDIYANALLUR PHC	1	
			KURINJIPADI GH	3	
			MELKUMARAMANGALAM PHC	1	
			PANRUTI GH	4	
			PERPERIYANKUPPAM PHC	1	
			PUDUCHATHIRAM PHC _ CUDD	2	
			RAMPAKKAM PHC	1	
			VELLAKARAI PHC	1	
			CUDDALORE GH	1	JIPMER, PONDY
			KURINJIPADI GH	1	MUNDIAMBakkam MCH, VILLUPURAM
			VRIDHACHALAM GH	6	
			CUDDALORE GH	2	RAJIV GANDHI GH FOR W&C
			CHIDAMBARAM GH	3	RMMCH CHIDAMBARAM
			VRIDHACHALAM GH	1	Not an emergency
			VILANTHAI PHC	1	
			VEERAPERAMALNALLUR PHC	1	
			CUDDALORE GH NEONATAL TOTAL	33	
4	KANCHIPURAM	KANCHIPURAM - NEONATAL	CHENGALPET MCH	1	ICH
			KANCHIPURAM GH	2	
			TIRUVANNAMALAI GH	3	
			KANCHIPURAM GH	1	KILPAUK MCH
			THIRUPPUKUZHI PHC	2	KANCHIPURAM GH
			WALLAJAPET GH	1	VELLORE MCH (ADUKKAMPARAI)
			KANCHIPURAM - NEONATAL - TOTAL	10	
5	CHENNAI	ICH	ADYAR CHC	1	ICH
			AMIRTHAPURAM PHC	1	
			AMMA PRIVATE HOSPITAL	2	
			ARAKONAM GH	2	
			AVADI PHC	1	
			IOG EGMORE	4	
			AYANAVARAM CHC	3	
			KODAMBAKKAM CHC	1	
			SHENOY NAGAR PHC	2	
			KAVARAPETTAI PHC	1	
			CHENGALPET MCH	1	
			KANCHIPURAM GH	1	
			TAMBARAM GH	2	
			KUNDRATHUR PHC	1	
			MEDAVAKKAM PHC	4	
			MADHIRVEEDU PHC	1	
			PERUMAL PATTU PHC	4	
			PONNERI GH	4	
			PULIYANTHOPE CHC	3	
			RAGAI PVT HOSPITAL	2	
			SEETHAPATHI PVT HOSP	1	
			TIRUPATTUR GH	1	
			THIRUVALLUR GH	3	
			PONNERI GH	2	
			BUDUR PHC	1	
			MADARAPAKKAM PHC	1	
			MINJUR PHC	1	
			PERIYAPALAYAM PHC	2	
			POONAMALLEE PHC	1	
			PORUR PHC	1	
			VELLORE MCH (ADUKKAMPARAI)	4	
			AMMA PRIVATE HOSPITAL	1	KMCH
			ARAKONAM GH	2	
			ICH	1	
			KRISHNAGIRI GH	1	
			THIRUVANNAMALAI GH	2	
			THIRUVOTRIYUR PHC	1	
			STEDFORD HOSPITAL	1	
			PONNERI GH	1	
			KATTUR PHC	1	
			ICH	1	
			ICH	2	IOG EGMORE
			RSRM	1	MMC
			DHANUSH NIKHAT PRIVATE HOSPITAL	1	STANLEY GH
			MEDAVAKKAM PHC	1	
			ICH	1	EYE HOSPITAL, EGMORE
			OKKIAM THURAIAPAKKAM PHC	1	KGH
			RAGAI PVT HOSPITAL	2	Not an emergency
			ANDIAPPANUR PHC	1	
			ARAKONAM GH	1	
			KAVARAPETTAI PHC	1	
			ICH TOTAL	83	

Neonatal Cases Admission -Apr'14					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
6	CHENNAI	TRIPLICANE- NEO II	ADYAR CHC	2	ICH
			ANDHRA MAHILA SABHA TRUST HOSP	1	
			ANTHONY PVT HOSP	1	
			ARAKONAM GH	2	
			KILPAUK MCH	2	
			RSRM	1	
			GOSHA	1	
			ICH	2	
			KODAMBAKKAM CHC	2	
			SHENOY NAGAR PHC	1	
			CHENGALPET MCH	1	
			KANCHIPURAM GH	2	
			TAMBARAM GH	3	
			MANGADU PHC	1	
			MEDAVAKKAM PHC	1	
			PADALAM PHC	1	
			MEENAKSHI MCH	2	
			IOG EGMORE	2	
			NANDHIVARAM PHC	1	
			PERUMAL PATTU PHC	1	
			SAIDAPET CHC	2	
			THIRUVALLUR GH	4	
			TIRUPATHUR GH	1	
			TIRUVANNAMALAI GH	3	
			GUMMIDIPOONDI GH	1	
			PERIYAPALAYAM PHC	1	
			STEDFORD HOSPITAL	1	
			VELLORE MCH (ADUKKAMPARAI)	2	
			ARAKONAM GH	1	KILPAUK MCH
			AYANAVARAM CHC	2	
			KODAMBAKKAM CHC	1	
			SAIDAPET GH	1	
			PERUMAL PATTU PHC	1	
			PRASHANTH MULTI SPECIALITY HOSP	1	
			CHENGALPET MCH	2	
			TANSHQ NATCHATRA PVT HOSPITAL	1	
			PORUR PHC	1	
			EGUVARPALAYAM PHC	1	IOG EGMORE
			ICH	1	
			PULIYANTHOPE CHC	1	STANLEY MCH
			SOLLAIPPAN PHC	1	
			RSRM	1	RSRM
			ADYAR CHC	6	SAIDAPET CHC
			KILPAUK MCH	1	MMC
			GOSHA	1	
			ADYAR CHC	2	GOSHA
			MEDAVAKKAM PHC	5	
			MIRSAHIB PET CHC	1	
			NANDHIVARAM PHC	1	
			ICH	1	TAMBARAM GH
			PORUR PHC	2	Not an emergency
			POONAMALLEE PHC	1	
			TRIPLICANE- NEO II- TOTAL	82	
7	CHENNAI	NEO NATAL CIFT- TIRUPATHUR GH	ALANGAYAM PHC	2	TIRUPATTUR GH
			ANDIAPPANUR PHC	2	
			ARANGALDURGAM PHC	5	
			JOLARPETTAI PHC	2	
			KADIRAMPATTU PHC	4	
			KAJALNAICKENPATTI PHC	5	
			KAKANAMPALAYAM PHC	2	
			KARAPATTU PHC	2	
			KAVALUR CHATRAM PHC	1	
			KORATTI PHC	1	
			MELSANARKUPPAM PHC	1	
			NATRAMPALLI PHC	6	
			NIMMIAMPETTI PHC	1	
			PERAMPATTU PHC	3	
			PITCHANUR PHC	1	
			PUDUPETTAI PHC_ VELLORE	7	
			PUDURNADU PHC	2	
			RAMANAICKENPETTAI PHC	1	
			SEVATHUR PUDHUR HSC	1	
			UTHANGARAI GH	1	
			VANIYAMPADI GH	1	
			VELLAKALNATHAM PHC	1	
			TIRUPATHUR GH	2	DHARMAPURI MEDICAL COLLEGE HOSPITAL
			SINGARAPETTAI PHC	1	
			SINGARAPETTAI PHC	2	KRISHNAGIRI GH
			VELLORE MCH (ADUKKAMPARAI)	1	
			USSOOR PHC	1	VELLORE MCH (ADUKKAMPARAI)
			VANIYAMPADI GH	3	
			ANDIAPPANUR PHC	1	
			ANDIAPPANUR PHC	1	Not an emergency
			TIRUPATHUR GH	1	
			NEO NATAL CIFT- TIRUPATHUR GH - TOTAL	65	

Neonatal Cases Admission -Apr'14					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
8	KRISHNAGIRI	KRISHNAGIRI GH -NEO	BARGUR PHC	1	KRISHNAGIRI GH
			BELRAMPALLY PHC	1	
			GURUBARAHALLI PHC	2	
			KAPPALVADI PHC	1	
			KAVERIPATTINAM PHC	1	
			NACHAIKUPPAM PHC	3	
			NEDUNGAL PHC	4	
			PANAGAMUTLU PHC	1	
			PERUGOPANAPALLI PHC	4	
			RAYAKOTTAI PHC	4	
			SHOOLAGIRI PHC	2	
			SINTHAGAMPALLI PHC	1	
			NAGADESAMPATTY PHC	1	
			VEPPANAPALLI PHC	1	
			KRISHNAGIRI GH	1	SALEM MEDICAL COLLEGE HOSPITAL
			HOSUR GH	2	
			BERIGAI PHC	1	HOSUR GH
			HARUR GH	1	DHARMAPURI MEDICAL COLLEGE HOSPITAL
			KRISHNAGIRI GH	1	
			PANCHAPALLI PHC	1	
			DENKANIKOTTAI GH	1	
			SAMALPATTI PHC	1	
			TIRUPATTUR GH	2	
			NEDUNGAL PHC	1	Not an emergency
			ALAPATTI PHC	1	
			SHOOLAGIRI PHC	1	
			TIRUPATTUR GH	1	
			KRISHNAGIRI GH- Neonatal ambulance total	42	
9	PUDUKOTTAI	RANI'S GH NEONATAL	PUDUKOTTAI GH	1	RAJA MIRASDAR GH, THANJAVUR
			RANIS MATERNITY GH	1	
			ARANTHANGI GH	7	RANIS MATERNITY GH
			ATHANAKOTTAI PHC	1	
			KADIYAMPATTI PHC	1	
			KARAIYUR PHC	1	
			KOTHAMANGALAM PHC	1	
			THIRUVARANKULAM PHC	2	
			VALLATHARAKOTTAI PHC	1	
			VARAPPUR PHC	1	TRICHY GH
			PUDUKOTTAI GH	1	
			ARANTHANGI GH	1	PUDUKOTTAI GH
			MALAIYUR PHC	1	
			SILATTUR PHC	1	
			VENNAVALKUDI PHC	1	
			VISALIKOIL PHC	1	
			SILATTUR PHC	1	ARANTHANGI GH
			ANDAKULAM PHC	1	Not an emergency
			RANI'S GH NEONATAL total	25	
10	VIRUDHUNAGAR	VIRUDHUNAGAR GH NEONATAL	KALLIGUDI PHC	1	VIRUDHUNAGAR GH, VIRUDHUNAGAR
			KANNISERIPUDUR PHC	1	
			KARIYAPATTI GH	1	
			MALLANKINARU PHC	1	
			PALAVANATHAM PHC	1	
			PUDUPATTI.M PHC	1	
			RAJAPALAYAM GH	1	
			SATTUR GH	1	
			ARUPUKOTTAI GH	4	MADURAI GRH
			MALAIPATTI PHC	1	
			PUDHUR PHC	1	
			RAJAPALAYAM GH	3	
			SIVAKASI GH	1	
			THIRUMANGALAM GH	3	
			VIRUDHUNAGAR GH	5	
			RAJAPALAYAM GH	1	TIRUNELVELI MEDICAL COLLEGE HOSPITAL
			KAMUDHI GH	1	Not an emergency
			KALLUPATTI GH	1	
			RAJAPALAYAM GH	1	
			SATTUR GH	1	
			ARUPUKOTTAI GH	1	
			VIRUDHUNAGAR GH NEONATAL-TOTAL	32	

Neonatal Cases Admission -Apr'14							
S.No	District	Location	Referral Hospital		Destination Hospitals		
			Hospitals name	No.of cases			
11	TUTICORIN	THOOTHUKUDI GH NEONATAL	ERAL PHC	2	TUTICORIN MEDICAL COLLEGE AND HOSPITAL		
			KAYALPATTANAM GH	2			
			KEELA ERAL PHC	1			
			KEELACHEKKARAKUDI PHC	2			
			LURTHAMMALPURAM PHC	1			
			MAPILLIAIURANI PHC	6			
			OTTAPIDARAM GH	3			
			PASUVANTHANAI PHC	2			
			PUDHIAMPUTHUR PHC	1			
			PUDUKOTTAI PHC	2			
			SEBATHAYAPURAM PHC	1			
			TIRUCHENDUR GH	3			
			VILATHIKULAM GH	3			
			KOVILPATTI GH	4	TIRUNELVELI MEDICAL COLLEGE HOSPITAL		
			THOOTHUKUDI MEDICAL COLLEGE HOSPITA	1			
THOOTHUKUDI MEDICAL COLLEGE HOSPITAL	1	MADURAI GRH					
PARAMANKURICHI PHC	1	TIRUCHENDUR GH					
BEWELL PVT HOSP	1	not an emergency					
TUTICORIN NEONATAL AMBULANCE-TOTAL			37				
12	T.V.MALAI	THIRUVANNAMALAI GH NEONATAL	AVOOR PHC	1	TIRUVANNAMALAI GH		
			CHENGAM GH	1			
			CHENNASAMUTHIRAM PHC	2			
			KALASAPAKKAM PHC	1			
			KARAPATTU PHC TV MALAI	2			
			KATTAMPOONDI PHC	1			
			KEEZHPENNATHUR PHC	4			
			KOLATHUR PHC TV MALAI	1			
			MALAMANJANUR PHC	1			
			MANGALAM PHC	2			
			PALAYANUR PHC	2			
			PAVITHRAM PHC	1			
			POLUR GH	1			
			REDDIYARPALAYAM PHC	1			
			SE.GUDDALORE PHC	1			
			THANDRAMPATTU PHC	1			
			POLUR GH	4	VELLORE MCH (ADUKKAMPARAI)		
			ARANI GH	1	ICH		
			TIRUVANNAMALAI GH	1	Not an emergency		
			TIRUVANNAMALAI GH	2			
			MANGALAM PHC	1	MUNDIAMBakkam MCH, VILLUPURAM		
			NALLANPILLAI PETRAL PHC	1			
			THIRUVANNAMALAI GH NEONATAL-TOTAL			33	
13	VELLORE	WALLAJAH GH NEONATAL	ALAMELUMANGAPURAM PHC	1	VELLORE MCH (ADUKKAMPARAI)		
			AMMUR PHC	2			
			ARCOT GH	5			
			BANAVARAM PHC	3			
			CHEYAR GH	1			
			GUDANAGARAM PHC	1			
			GUDIYATTAM GH	1			
			KAMMAVANPETTAI PHC	1			
			KAVERIPAKKAM PHC	1			
			MUSIRI PHC	1			
			PALLIKUPPAM PHC	1			
			PARANJI PHC	2			
			PUDUPADI PHC	4			
			SHOLINGUR GH	2			
			SUMAITHANGI PHC	1			
			TIRUVANNAMALAI GH	1	WALLAJAPET GH		
			WALLAJAPET GH	4			
			LALAPET PHC	1	KANCHIPURAM GH		
			PUDUPADI PHC	1			
			SUMAITHANGI PHC	2	ICH		
			THIMIRI PHC	1			
			MELKULATHUR PHC	1	KMCH		
			ANDIAPPANUR PHC	1			
			TIRUPATTUR GH	1	ARAKONAM GH		
			VELLORE MCH (ADUKKAMPARAI)	2			
			BANAVARAM PHC	1	VELLORE GH (PENTLAND)		
			ATTUPAKKAM PHC	1			
			GUDIYATTAM GH	1			
			WALLAJAH GH NEONATAL- TOTAL			45	
			14	TIRUNELVELI	TIRUNELVELI MEDICAL COLEGE HOSPITAL -- NEONATAL	AMBASAMUDRAM GH	3
CHERAMANDEVI GH	3						
GANGAIKONDAN PHC	1						
KADAYAM PHC	1						
KARUNGULAM PHC	3						
KAYATHAR PHC	2						
KOVILPATTI GH	5						
MANUR PHC	1						
NANGUNERI GH	2						
RAJAPALAYAM GH	1						
SANKARANKOIL GH	3						
SATHANKULAM GH	1						
SINGIKULAM PHC	2						
SRIVAIKUNDAM GH	2						
TENKASI GH	6						
VALLANADU PHC	3						
VANNIKONNANDAL PHC	1						
VEERANAM PHC	2						
VIKRAMASINGAPURAM PHC	1						
VIRAVANALLUR PHC	2						
NETTUR PHC	1	KOVILPATTI GH					
KALINGAPATTI PHC	1						
BARKITHMANAGARAM PHC	1	Not an emergency					
TIRUNELVELI MEDICAL COLLEGE HOSPITAL NEONATAL-TOTAL						48	

Neonatal Cases Admission -Apr'14					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
15	THANJAVUR	RMH - NEONATAL	ARIYALUR GH	3	RAJA MIRASDAR GH, THANJAVUR
			BUDALUR PHC	1	
			GANDARVAKOTTAI GH	2	
			KOVILVENNI PHC	1	
			KUMBAKONAM GH	9	
			KATHAVANANADU PUDHUR	1	
			MANNARKUDI GH	4	
			PALAYAPATTI PHC	1	
			PANDARAVADAI PHC	2	
			PATTUKKOTTAI GH	2	
			PAPANASAM GH	1	
			SENTHALAI PHC	1	
			THENNANGUDI PHC	1	
			THIRUVAIYARU GH	2	
			THIRUVALAMPOZHIL PHC	4	
			THIRUVONAM PHC	2	
			VEERAMANGUDI PHC	1	
			VALLAM PHC	1	
			MELLATUR PHC	1	
			ORAPANADU PHC	1	
			NADUKAVERI PHC	1	
			NAGAPATTINAM GH	1	
			SUNDARAPERUMALKOIL PHC	1	
			PATTUKKOTTAI GH	3	
			KUMBAKONAM GH	1	
			RMH NEONATAL- TOTAL	48	
16	RAMNAD	PARAMAGUDI GH - NEONATAL	MUTHUKULATHUR GH	1	PARAMAKUDI GH
			NAINARKOIL PHC	1	
			PARTHIBANUR PHC	1	
			BOGALUR PHC	3	RAMANATHAPURAM GH, RAMNAD
			DEVIPATTINAM PHC	1	
			SAYALKUDI PHC	1	
			THIRUPULLANI PHC	1	
			VALINOCKAM PHC	1	
			KAMUDHI GH	1	
			KAMUDHI GH	1	MADURAI GRH
			KONDAGAI PHC	1	
			PARAMAKUDI GH	5	
			RAMANATHAPURAM GH	2	
			SIVAGANGA MCH	6	
			PARAMAKUDI GH	1	MEENAKSHI MISSION HOSPITAL
			KOMBUKARANENDAL PHC	2	SIVAGANGA MCH,
			THAYAMANGALAM PHC	1	
			PARAMAKUDI GH	1	Not an emergency
			PARAMAGUDI GH - NEONATAL-TOTAL	31	
17	SALEM	SALEM GH NEONATAL	ACHANGUTTAPATTI PHC	2	SALEM MEDICAL COLLEGE HOSPITAL
			ARIYAPALAYAM PHC	1	
			ATTHUR GH	7	
			CHINNAKUPPAM PHC	1	
			ELAMPILLAI PHC	4	
			ERODE GH	1	
			GOODAMALAI PHC	1	
			KALLAKURICHI GH	3	
			KANNANKURICHI PHC	2	
			MAGUDANCHAVADI PHC	1	
			MALLUR PHC	1	
			MASINAICKENPATTI PHC	1	
			METTUR DAM GH	2	
			MULLUKURICHI PHC	1	
			NAINAMPATTI PHC	3	
			NAMAKKAL GH	4	
			PANAMARATHUPATTI PHC	1	
			SARAKKIPILLAIYUR PHC	2	
			SARKARKOLLAPATTI PHC	2	
			SENDARAPATTI PHC	1	
			THARAMANGALAM PHC	1	
			THUMBALPATTI PHC	2	
			VALASAIYUR PHC	1	
			VANAVASI PHC	1	
			VAZHAPADI PHC	1	
			RASIPURAM GH	1	NAMAKKAL GH, NAMAKKAL
			MALLUR PHC	1	GOKULAM PVT HOSPITAL
			ARIYAPALAYAM PHC	1	PRANAV PVT HOSP
			BANDAHALLI PHC	1	Not an emergency
			ERODE GH	1	
			METTUR DAM GH	1	
			SALEM GH NEONATAL- TOTAL	53	

Neonatal Cases Admission -Apr'14					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
18	KANYAKUMARI	THUCKLAY GH NEONATAL	AGASTHEESWARAM PHC	1	KANYAKUMARI MEDICAL COLLEGE HOSPITAL,
			COLACHEL GH	3	
			KILKULAM PHC	1	
			KULITHURAI GH	2	
			SHENBAGARAMANPUDHUR PHC	1	
			THOOTHOR PHC	1	
			THUCKLAY GH	3	
			AMALA PVT HOSP	1	KULITHURAI GH
			KULASEKARAM GH	1	
			MUNICHIRAI PHC	2	
			KANNANOOR PHC	1	THUCKLAY GH
			KOTHANALLUR PHC	2	
			OLAIVILAI PHC	1	
			KANYAKUMARI MEDICAL COLLEGE HOSPITAL,	2	TIRUNELVELI MEDICAL COLLEGE HOSPITAL
			COLACHEL GH	1	MUTHU NEURO MEDICAL CENTRE
			THUCKLAY GH NEONATAL- TOTAL	23	
19	KANCHIPURAM	CHENGALPATT - NEONATAL	ADI ANNAMALAI PHC	1	ICH
			CHEYAR GH	1	
			CUDDALORE GH,	1	
			USOOR PHC	1	
			CHENGALPET MCH	5	
			KANCHIPURAM GH	5	
			MEDAVAKKAM PHC	2	
			NANDHIVARAM PHC	2	
			SADRAS PHC	1	
			MEENAKSHI MCH	1	
			TIRUVANNAMALAI GH	7	
			THIRUVALLUR GH	1	
			VALLIPURAM PHC	1	
			VAZHUR PHC	1	
			VELLORE MCH (ADUKKAMPARAI)	1	
			CHEYAR GH	3	CHENGALPET MCH
			KOVALAI PHC	1	
			CHENGALPET MCH	3	
			ACHARAPAKKAM PHC	3	
			KUNNAVAKKAM PHC	1	
			PADALAM PHC	1	
			REDDIPALAYAM PHC	1	
			SADRAS PHC	2	
			SALAVAKKAM PHC	1	
			WALAJABAD PHC	1	
			THELLAR PHC	1	Not an emergency
			CHENGALPET MCH	2	
			KANCHIPURAM GH	3	KMCH
			MELKULATHUR PHC	1	
			TIRUVANNAMALAI GH	2	
			TIRUPATHUR GH	1	
			CHENGALPATT - NEONATAL - TOTAL	58	
20	TRICHY	TRICHY MEDICAL COLLEGE- NEONATAL	INAMKOLATHUR PHC	2	TRICHY GH
			KATTUPUTHUR PHC	1	
			KULITHALAI GH	3	
			KULUMANI PHC	1	
			MANAPPARAI GH	1	
			NAGAMANGALAM PHC _ TIRUCHI	1	
			PERAMBALUR GH	3	
			PUDURUTHAMNUR PHC	1	
			THIRUNEDUMKULAM PHC	1	SRIRANGAM GH
			TRICHY GH	1	
			PERAMBALUR GH	1	RAJA MIRASDAR GH, THANJAVUR
			ARIYALUR GH	1	
			KOTTATHUR PHC	1	THURAIYUR GH
			TRICHY MCH NEONATAL- TOTAL	18	

Neonatal Cases Admission -Apr'14					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
21	VILLUPURAM	VILLUPURAM MEDICAL COLLEGE- NEONATAL	MUGAIYUR PHC	1	MUNDIAMBakkam MCH, Villupuram
			MUPPULI PHC	1	
			SATHIAMANGALAM PHC	2	
			THIRUKOILUR GH	2	
			THIRUVENNAINALLUR PHC	1	
			TINDIVANAM GH	2	
			VILLUPURAM OLD GH	2	
			KALLAKURICHI GH	1	JIPMER, PONDY
			ARIYUR PHC _ VILLUPURAM	3	Not an emergency
			TIRUVANNAMALAI GH	1	
			VILLUPURAM MCH NEONATAL-TOTAL	16	
			Total Neonatal cases admitted in Hospital	909	

Annexure N: Issues to be sorted out

- Co-ordination meeting with DDHS/JDHS/DPMU co-ordinators at the district level to improve Home to PHC/GH utilisation
- Suggested that police out-post at Govt. Hospitals being utilized for getting unaccompanied patients admitted.
- Speedy admission for all cases at Govt. hospitals
- GIS Data for entire state of Tamil Nadu

Legend:

NA – Not Applicable

*- Ineffective Calls – Calls falling under the category of No Response call , Wrong call , Nuisance, Disconnected call , Missed call , General Enquiry call, and Silent Call are classified as Ineffective calls. These calls land in the call center and when attended by the Communication Officer it would either be a nuisance call or disconnected call or any one of the category as mentioned above.

** - Ambulance Busy – Whenever all the ambulances closer to the area have been assigned for an emergency case, and a new emergency case comes in the same area, the Dispatch Officer will enquire with the caller, if he/she can assign a ambulance from the nearby location. The Dispatch Officer will also tell them about the distance the ambulance has to travel and the approximate time it will take to reach the incident location. If the caller is not willing to wait till the specified time, then the Dispatch officer will close this case as “Ambulance Busy” after confirming with the caller.

*** - Life Saved count is an update that is received on a daily basis after verification of PCR and confirmation after 48 hour follow-up, there will be a change in the numbers reported as they keep on adding to the earlier reported life save count, based on the date the case was handled by the team.

Place: Chennai – Tamil Nadu

B.N.Sridhar
Chief Operating Officer