

The Government of Uttar Pradesh with support from Piramal Foundation is providing last-mile health services through the State Health Helpline, accessible via 1800-180-5145 and 1800-180-5146. A trained team of 27 call center executives (CCEs), responding to the queries of citizens of Uttar Pradesh round-the-clock, in three shifts. They respond to inbound calls related to infectious diseases, seasonal health issues, and several other health service-related complaints from residents across the state. CCEs also facilitate conference calls for tele-consultations with senior medical doctors available 24x7 at HOPE, ensuring patients receive expert advice for their health concerns. In addition to managing incoming calls, the helpline also handles outbound calls from the Directorate of Medical and Health Services (DGMH) to districts and divisions.

Parameters	Details for State Health Helpline
Districts Covered	75 Districts
Services Provided	Inbound Calling, Outbound Calling, and Conference Calling
Types of Inbound Calling	Infectious diseases, seasonal health issues, certifications issues, and several other health service-related complaints, etc. from residents across Uttar Pradesh
Types of Outbound Calling	Communication from DGMH to districts and division health officials, Data-driven Governance calling, Follow-up calling, etc.
Types of Conference Calling	Tele-consultation support with on-duty senior medical doctors, Communication between residents to districts and division health officials, etc.
Health Helpline Toll-free Number for Inbound Calling	1800-180-5145 & 1800-180-5146
Outbound Calling Number	0522-249-1200
Working Time	24x7 in three shifts
Health Helpline CCEs	Total 27