

JSS Academy of Higher Education and Research
JSS College of Pharmacy, Mysuru
COVID 19: TELEMEDICINE VOLUNTEERING
A REPORT

In a bid to empower people in the fight against COVID-19, Sri B.S. Yediyurappa (Hon'ble Chief Minister, Govt. of Karnataka) on 22nd April, launched *Apthamitra* - a Telemedicine helpline for the state.

The helpline was set-up in three different locations – Bengaluru, Mysuru, and Mangalore; with the joined hands of Infosys, Concentrix and HCL. The main intention behind launching the helpline was to reach out to people and to help them identify influenza-like illness (ILI), Severe Acute Respiratory Infection (SARI), COVID-19-like symptoms, or having a high risk of getting infected.

The platform was intended to identify persons with low risk but having some symptoms similar to COVID-19 and provide them telemedicine support with over-the-counter medicines and counsel them about the need to go through self-quarantine. It aimed at following up on all low-risk cases until they get cured. In addition to this, it aims at assessing those having medium to high risk of infection and getting them to fever clinics or screening centers for testing and treatment.

Apthamitra had a two-tier system wherein the first tier was managed by final-year volunteers (students) from Pharma, Ayush, and Nursing courses while the second was looked after by MBBS/Integrated Medicine and Ayush volunteer doctors connecting from their respective locations for risk management, counseling, telemedicine and referral for testing and treatment. Mr. Suraj S (II M.Pharm – Industrial Pharmacy), Ms. Vaishnavi S (II M.Pharm – Pharmacology), and Ms. Nirma (II M.Pharm - Pharmacology) worked as Tier 1 volunteers, by counseling the callers as per the diagnostic protocols given and updated the case through the CRM portal for a telemedicine doctor consultation. They were also involved in outbound campaigns where they tele-screened pediatrics, geriatrics, expecting and lactating mothers, incoming travelers from other countries, and other citizens who were at higher risk of infection.

The Telemedicine Helpline “APTHAMITRA” was winded up on its 311th day with a grand send-off to all the volunteers through a Valedictory Program which was held on 26th February 2021, at Infosys, Mysuru – Global Campus. The efforts of our candidates were recognised by

felicitating the volunteers. *Ms. Meenakshi Negi*, Commissioner, AYUSH Department, Bengaluru, awarded them with certificates and mementos for rendering their services during the pandemic.

Eminent personalities like Dr. Lakshminarayana Shenoy, Asst. Director, Govt. Ayurveda Research Centre, Mysuru; Dr. Gajanana Hegde, Principal, Govt. Ayurveda Medical College, Mysuru; Dr. Hanumathachar Joshi, Principal, Sarada Vilas College of Pharmacy, Mysuru; Dr. Radhakrishna Ramarao, Principal, Govt. Yoga and Naturopathy College, Mysuru, and others were present in the occasion.

PHOTOGRAPHS



The Workplace, Infosys Mysuru



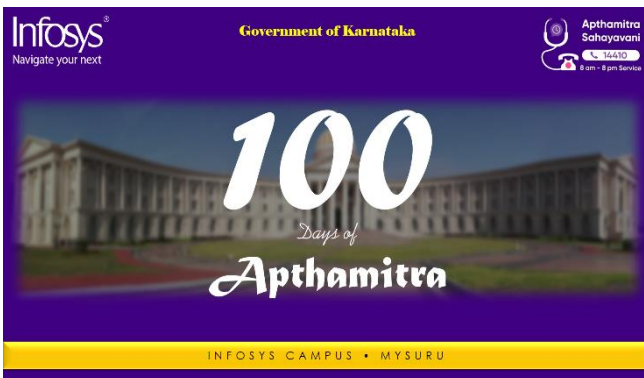
Infosys Global Campus



Oath taking to commit ourselves to serve the people



Work Area



100 Days Celebration of Success



The TEAM at Infosys, Mysuru.



Suraj S, II M Pharm – Industrial Pharmacy



Nirma, II M Pharm – Pharmacology



Vaishnavi S, II M Pharm – Pharmacology



Our students **Mr. Suraj S**, **Ms. Vaishnavi S**, and **Ms. Nirma** being felicitated by **Ms. Meenakshi Negi, Commissioner, AYUSH Department, Bengaluru**; at the valedictory program of **APTHAMITRA – Telemedicine Helpline**.



Dr. T M Pramod Kumar, Dean Faculty of Pharmacy & Principal, JSS College of Pharmacy, Mysuru congratulated the students for their selfless services rendered to the society during the pandemic. Dr. Amit B Patil, Coordinator, Training & Placement Cell, JSS College of Pharmacy (standing left) was also present.