

**Government of Punjab
Department of Health and Family Welfare
(Health IV)**

To

1. All the Civil Surgeons in the State of Punjab.
2. All the Deputy Medical Commissioners in the State of Punjab.

No: 14/7/2020-4HB4/984

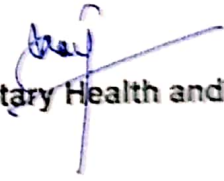
Dated: 27.3.2020.

Subject: To ensure smooth operations of control rooms and active Rapid Response Teams.

All the Civil Surgeons are requested to please activate the control room Rapid Response Teams in the districts. Now on, in 104 helpline we have put doctors on duty who will gather data of persons who approach 104 and need medical assistance or have COVID like symptoms. 104 will also be giving out to such callers the control room number of the concerned district. So the number of calls on control room will increase. Please ensure attendance in the control rooms from 6.00 am to 10.00 pm, functional numbers and mechanism to activate the concerned Rapid Response Team as and when a call is received. The manpower in the control room must be in a position to answer and guide the caller. Civil Surgeons will send a report daily on the calls received in a format to Director Health Services which is being circulated. PSHFW will be analyzing the operation of the District Control Rooms and Rapid Response Teams daily.

Deputy Medical Commissioner be made incharge of Control Rooms and Rapid Response Teams under supervision of the Civil Surgeons.

In closed: Performa


Secretary Health and Family Welfare

CC

Copy of the above is forwarded to Principal Secretary to Govt. of Punjab, Department of Health and Family Welfare.

Report of the control room

District _____

Date: _____

No. of call received	Calls related to COVID-19	Number of calls which required activation of RRT	Number of RRTs activated

Deputy Medical Commissioner