Government of Tamilnadu

Tamil Nadu Health Systems Project

108 Emergency Management Services

Performance Report

Month: Feb Year: 2014

&

Financial Year 2013-2014

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

Month : Feb 2014 **FY- Year :2013-'14**

SL. No.	Details	During the Month - Jan'14		During the Month - Feb'14		Up to the Month - (Apr'13 - Feb'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*	*455533*	*100.00%*	*383542*	*100.00%*	*5460266*	*100.00%*
1.1.2	Number of Unattended Calls (UAC)	*8429*	*1.85%*	*4595*	*1.20%*	*74279*	*1.36%*
1.1.3	**Number of calls answered**	**447104**	**98.15%**	**378947**	**98.80%**	***5385986***	**98.64%**
1.2	**Types of Calls**						
1.2.1	*Emergency Calls*	*96553*	*21.60%*	*87723*	*23.15%*	*1044739*	*19.40%*
1.2.2	Non Emergency Calls	*81824*	*18.30%*	*71436*	*18.85%*	*866243*	*16.08%*
1.2.3	Ineffective Calls *	*268727*	*60.10%*	*219788*	*58.00%*	*3475004*	*64.52%*
1.2.4	**Total Number of Calls (Ref.1.1.3)**	**447104**	**100.00%**	**378947**	**100.00%**	**5385986**	**100.00%**
1.3	**Classification of Emergency Calls**						
1.3.1	*Number of Medical Emergency Calls*	*94626*	*98.00%*	*85943*	*97.97%*	*1020866*	*97.71%*
1.3.2	Number Police Emergency Calls	969	1.00%	771	0.88%	*11718*	1.12%
1.3.3	Number fire Emergency Calls	958	0.99%	1009	1.15%	*12155*	1.16%
1.3.4	Total Emergency Calls (Ref. 1.2.1)	**96553**	**100.00%**	**87723**	**100.00%**	**1044739**	**100.00%**
1.4	**Classification of Medical Emergency Calls**						
1.4.1	Number of Medical Emergency calls	68957	72.87%	62503	72.73%	*769459*	75.37%
1.4.2	Number of repeated Emergency calls	25669	27.13%	23440	27.27%	251407	24.63%
1.4.3	Total Medical Emergency Calls (Ref. 1.3.1)	94626	100.00%	85943	100.00%	1020866	100.00%
1.5	**Call Handling Data**						
1.5.1	Percentage of calls attended within 1st Ring	NA	94.00%	NA	94.00%	NA	93.00%
1.5.2	Percentage of calls attended within 2nd Ring	NA	2.00%	NA	3.00%	NA	2.64%
1.5.3	Percentage of calls attended within or above 3rd Ring	NA	4.00%	NA	3.00%	NA	4.36%
2	**Reach - Ambulance Service utilized**						
2.1	Number of Medical Emergency Dispatch requests (Ref.1.4.1)	68957	NA	62503	NA	769459	NA
2.2	Total Number of Ambulance Trips	68434	NA	62121	NA	*755440*	NA
2.3	Number of Ambulance Services utilized	65969	95.67%	59838	95.74%	*721134*	93.72%
2.4	Number of Ambulance Services not utilized	2465	3.57%	2283	3.65%	*34306*	4.46%
2.5	Number of Ambulance Services busy **	523	0.76%	382	0.61%	*14019*	1.82%
2.6	Number of Trips per ambulance	107.26	NA	97.37	NA	1195.32	NA
2.7	*Number of Trips per ambulance/day*	*3.46*	*NA*	*3.48*	*NA*	*3.58*	*NA*
3	**Care**						
3.1	*Total number of cases transported (Ref. 2.3)*	*65969*	*NA*	*59838*	*NA*	*721134*	*NA*
3.2	Total number cases transported per ambulances	103.40	NA	93.79	NA	1141.03	NA
3.3	*Total number cases transported per ambulances per day*	*3.34*	*NA*	*3.35*	*NA*	*3.42*	*NA*

Note: Total Lives Saved from 15th Sep 2008 to 28th Feb 2014 = 1, 54,705

Month : Feb 2014 **FY- Year :2013-'14**

SL. No.	Details	During the Month - Jan'14		During the Month - Feb'14		Up to the Month - (Apr'13 - Feb'14)	
		Performance	%	Performance	%	Performance	%
4	**Types of Emergencies handled**						
4.1	Accidental Poisoning	3193	4.84%	3031	5.07%	*34444*	4.96%
4.2	Acute Abdomen	5038	7.64%	4721	7.89%	*54779*	7.64%
4.3	Allergic Reactions	54	0.08%	48	0.08%	*537*	0.07%
4.4	Animal Attack	1734	2.63%	1432	2.39%	*19218*	2.64%
4.5	Assault	2748	4.17%	2427	4.06%	*30053*	4.55%
4.6	Behavioral	1	0.00%	5	0.01%	*64*	0.01%
4.7	Cardiac/Cardio Vascular	4072	6.17%	3915	6.54%	*40845*	5.34%
4.8	Diabetes	710	1.08%	589	0.98%	*6594*	0.86%
4.9	Disasters due to Natural elements	2	0.00%	5	0.01%	*42*	0.01%
4.10	Epilepsy	2118	3.21%	1789	2.99%	*20747*	2.68%
4.11	Fevers / Infections	1746	2.65%	1226	2.05%	*20715*	2.45%
4.12	Fire/Burns	675	1.02%	709	1.18%	*7441*	1.05%
4.13	Hazmat (Hazardous Material)	2	0.00%	0	0.00%	*11*	0.00%
4.14	Industrial	14	0.02%	8	0.01%	*161*	0.02%
4.15	Neonatal(upto 1 month)	1474	2.23%	1294	2.16%	*19843*	2.88%
4.16	Paediatric(1-12years)	103	0.16%	79	0.13%	*974*	0.13%
4.17	Pregnancy related	15400	23.34%	14184	23.70%	*187642*	25.75%
4.18	Respiratory	2822	4.28%	2439	4.08%	*24568*	2.97%
4.19	Road Traffic Accident - Trauma	15248	23.11%	13956	23.32%	*159307*	22.85%
4.20	Stroke/Cerebro Vascular Accidents	2404	3.64%	2267	3.79%	*23315*	2.93%
4.21	Suicide attempt	362	0.55%	328	0.55%	*3758*	0.55%
4.22	Trauma	3128	4.74%	2863	4.78%	*32265*	4.49%
4.23	Unconscious	1420	2.15%	1235	2.06%	*15228*	2.08%
4.24	Others	1501	2.28%	1288	2.15%	*18583*	3.09%
	Total Medical Emergencies (1.4.1/2.3)	**65969**	**100.00%**	**59838**	**100.00%**	**721134**	**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	6922	44.95%	6550	46.18%	83524	44.51%
5.1.2	Number of cases lifted from Hospital	8478	55.05%	7634	53.82%	*104118*	55.49%
5.1.3	Number of cases re-referred by Hospital to Higher Level	3	0.02%	5	0.04%	*53*	0.03%
5.1.4	Number of cases re-referred by referred institutions	1	0.01%	0	0.00%	*11*	0.01%
5.1.5	Total Number of Re-referred cases (5.1.3+5.1.4)	4	0.03%	5	0.04%	64	0.03%
5.1.6	Total Number of AN Cases	15400	100.00%	14184	100.00%	187642	100.00%
5.2	**IFT others**	16211	65.66%	14371	65.31%	*159021*	60.43%
5.2.1	Neonatal (upto 1 month)	1284	5.20%	1162	5.28%	*17530*	6.66%
5.2.2	Road Traffic Accident - Trauma	3533	14.31%	3076	13.98%	*31969*	12.15%
5.2.3	Accidental Poisoning	1592	6.45%	1411	6.41%	*15077*	5.73%
5.2.4	Cardiac/Cardio Vascular	1469	5.95%	1455	6.61%	*13928*	5.29%
5.2.5	Others	8333	33.75%	7267	33.02%	80517	30.60%
5.2.6	Total number of IFTs (5.1.2+5.2)	**24689**	**100.00%**	**22005**	**100.00%**	**263139**	**100.00%**
5.3	*AN Mother/Infant Mother - Follow-Up Data*						
5.3.1	Number of Maternal Mortality at Hospital	5	0.03%	7	0.05%	*99*	0.05%
5.3.2	Number of Infant Mortality at Hospital	4	0.02%	5	0.03%	*114*	0.05%
5.4	*Neo-natal transport Data*						
5.4.1	Neonatal cases transported in Neo-natal ambulances	446	30.26%	465	35.94%	*4940*	24.90%
5.4.2	Total Neonatal cases transported (Ref. 4.15)	1474	100.00%	1294	100.00%	19843	100.00%
6	**Availed Tribal case count**						
6.1	Total number of cases taken from Tribal areas	1468	NA	1308	NA	*15296*	NA
7	**Critical Life Saved**						
7.1	Total Number of Lives Saved***	3216	NA	3164	NA	*59828*	NA
8	**Death En-route Case Details**						
8.1	Total number of cases where victims "Vitals were not recordable"	78	NA	62	NA	*689*	NA

Financial Performance

10	Financial Performance	Planned		Achieved				Difference		Remarks
		During Month	Upto Month	During Month	Upto Month	Savings During Month	Excess During Month	Savings Upto Month	Excess Upto Month	
10.1	108 Call center Salary Expenditure	18.97	197.35	15.80	177.52	3.17	-	19.84	-	
10.2	Ambulance Personnel Cost	386.71	3,440.46	319.42	3,245.62	67.29	-	194.84	-	
10.3	Care Personnel Cost	8.71	95.86	3.89	61.67	4.82	-	34.19	-	
10.4	Fuel Cost	214.13	2,167.68	187.34	2,134.63	26.79	-	33.04	-	
10.5	Repairs and Maintenance	40.31	427.50	46.95	588.69	-	(6.64)	-	(161.19)	Due to Labour and Spares cost increase Plus Running KM increased per Amby above 5200 per month
10.6	Medical Consumables	35.70	252.09	20.46	210.32	15.25	-	41.76	-	
10.7	Ambulance Mobile Telephone Expenditure	3.10	42.53	3.84	45.26	-	(0.74)	-	(2.73)	
10.8	Replacement of Tyres	20.75	214.22	11.24	135.51	9.51	-	78.70	-	
10.9	Refurbishment of Ambulances	8.21	103.37	19.91	101.33	-	(11.70)	2.04	-	
10.1	Uniform	3.70	38.53	3.30	24.03	0.39	-	14.50	-	
10.11	Vehicle Insurance	2.57	33.48	0.80	32.43	1.77	-	1.05	-	
10.12	Training Cost	77.27	286.46	11.80	91.55	65.47	-	194.91	-	
10.13	Other Insurance	16.67	33.33	-	-	16.67	-	33.33	-	
10.14	Annual Maintenance	4.95	21.42	2.09	18.99	2.86	-	2.43	-	
10.15	Other Salaries- Support Staff	42.69	449.77	19.18	341.50	23.51	-	108.27	-	
10.16	Marketing Expenditure	6.33	65.67	2.31	60.88	4.03	-	4.78	-	
10.17	Travelling Cost	12.82	126.63	12.55	111.95	0.27	-	14.68	-	
10.18	Administrative Expenditure (Telephone, Electricity, house keeping, security, office expenditures)	24.55	318.69	36.69	337.85	-	(12.14)	-	(19.16)	Due to increase in office Admin cost.
	Sub Total	**928.16**	**8,315.04**	**717.58**	**7,719.73**	**241.80**	**(31.22)**	**778.39**	**(183.09)**	

	Financial Performance	Planned		Achieved				Difference		Remarks
		During Month	Upto Month	During Month	Upto Month	Savings During Month	Excess During Month	Savings Upto Month	Excess Upto Month	
	Non Recurrent Cost									
1	Sense - Call Center Equipment	9.17	110.91	0.28	101.78	8.88	-	9.14	-	
2	Reach - Ambulance Modifications (Budget 2012-13 & 13-14)	-	13.50	-	6.69	-	-	6.81	-	
3	Infrastructure - Emergency Response Center	11.75	290.29	1.55	75.25	10.21	-	215.03	-	
	Sub Total	**20.92**	**414.70**	**1.83**	**183.72**	**19.09**	**-**	**230.98**	**-**	
	Total	**949.08**	**8,729.74**	**719.41**	**7,903.45**	**260.89**	**(31.22)**	**1,009.37**	**(183.09)**	
	ECC	21.85	201.67	27.30	122.75	-	(5.45)	78.92	-	
	Grand Total	**970.93**	**8,931.41**	**746.71**	**8,026.20**	**260.89**	**(36.68)**	**1,088.29**	**(183.09)**	

Note: Budgeted during month : 970.93 No. of line items under utilized during month **17**

Budget released during month : 1,002.32 No. of line items over utilized during month **4**

Expenditure during month : 746.71

Savings during month : **224.22**

Note: Budgeted upto month : 8,931.41 No. of line items under utilized upto month **18**

Budget released upto month : 7,931.91 No. of line items over utilized upto month **3**

Expenditure upto month : 8,026.20

Savings upto month : **905.21**

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	**415**	**193**	**608**
6	Number of Ambulance Off road for the month (Down due to breakdown/Accident/FC/ Manpower shortage)	1-Coimbatore 1-Cuddalore 1-Dharmapuri 4-Kancheepuram 1-Pudukkotai 1-Ramnathapuram 1-Thiruvallur 1-Thiruvanamalai 3-Tiruchirapalli 2-Tirunelveli 1-Tirupur 1-Vellore 1-Villupuram	1-Dindigul 1-Erode 3-karur 2-Nagapattinam 1-Salem 1-Thanjavur 1-Thoothukudi 1-Vellore	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-Chennai 1-Coimbatore 4-Kancheepuram 2-Madurai 1-Nagapattinam 1-Pudukkotai 2-Ramanathapuram 1-Sivagangai 1-Salem 1-Thanjavur 1-Theni 1-Thiruvallur 1-Thiruvanamalai 1-Thiruvarur 1-Thoothukudi 3-Tiruchirapalli 3-Tirunelveli 1-Tirupur 2-Vellore 2-Virudhunagar**	**1-Cuddalore 2-Dharmapuri 1-Dindigul 1-Erode 1-Kanyakumari 1-Krishnagiri 1-Namakkal 1-Salem 1-Sivagangai 1-Thanjavur 2-The Nilgris 1-Tiruchirapalli 3-Vellore 4-Villupuram**	**53**

Annexure B: District Wise Distribution of Ambulances

Districts	Count of Ambulances
ARIYALUR	11
CHENNAI	30+ 3 Neonatal ambulances
COIMBATORE	23
CUDDALORE	25 + 1 NN
DHARMAPURI	17 + 1 NN
DINDIGUL	17
ERODE	20
KANCHEEPURAM	38 + 1 NN
KANYAKUMARI	9 + 1 NN
KARUR	13
KRISHNAGIRI	15 + 1 NN
MADURAI	20 + 1 NN
NAGAPATTINAM	17
NAMAKKAL	14
PERAMBALUR	9
PUDUKOTTAI	15 + 1 NN
RAMANATHAPURAM	17 + 1 NN
SALEM	23 + 1 NN
SIVAGANGAI	14
THANJAVUR	19 + 1 NN
THE NILGIRIS	11
THENI	11
THIRUVALLUR	32
THIRUVANAMALAI	26 + 1 NN
THIRUVARUR	13
THOOTHUKUDI	13 + 1 NN
TIRUCHIRAPALLI	21 + 1 NN
TIRUNELVELI	22 + 1 NN
TIRUPUR	17
VELLORE	39 + 2 NN
VILLUPURAM	31 + 1 NN
VIRUDHUNAGAR	15 + 1 NN
Grand Total	**638**

Annexure C: District Wise Trip Details

1st -28th Feb 2014						
District	No: of Ambulances	Trips Upto the Month	Average no: of trips/amby/day	Total Kilometre Run	Kilometre/ Amby/Day	Average Kilometre/Trip
TIRUPUR	17	2088	4.39	97086	204	46
CHENNAI	33	4024	4.35	78693	85	20
COIMBATORE	23	2744	4.26	90191	140	33
CUDDALORE	26	2965	4.07	131627	181	44
THENI	11	1233	4.00	60092	195	49
THANJAVUR	20	2225	3.97	92441	165	42
MADURAI	21	2291	3.90	78587	134	34
PUDUKKOTAI	16	1737	3.88	82664	185	48
KANCHEEPURAM	39	4064	3.72	181901	167	45
THIRUVARUR	13	1352	3.71	71624	197	53
DHARMAPURI	18	1810	3.59	108931	216	60
NAMAKKAL	14	1407	3.59	60113	153	43
THIRUVALLUR	32	3188	3.56	141857	158	44
SIVAGANGAI	14	1382	3.53	72573	185	53
VILLUPURAM	32	3115	3.48	170238	190	55
ARIYALUR	11	1060	3.44	46917	152	44
SALEM	24	2279	3.39	109872	164	48
KANYAKUMARI	10	949	3.39	34875	125	37
KRISHNAGIRI	16	1506	3.36	91788	205	61
TIRUCHIRAPALLI	22	2022	3.28	81683	133	40
ERODE	20	1828	3.26	77738	139	43
THIRUVANNAMALAI	27	2448	3.24	143561	190	59
NAGAPATTINAM	17	1528	3.21	91121	191	60
DINDIGUL	17	1483	3.12	73338	154	49
TIRUNELVELI	23	1986	3.08	112538	175	57
VELLORE	41	3431	2.99	210844	184	61
PERAMBALUR	9	751	2.98	36914	146	49
RAMANATHAPURAM	18	1501	2.98	87663	174	58
THOOTHUKUDI	14	1105	2.82	57617	147	52
VIRUDHUNAGAR	16	1227	2.74	69224	155	56
KARUR	13	858	2.36	40320	111	47
THE NILGRIS	11	534	1.73	38489	125	72
TOTAL	638	62121	3.48	2923120	164	47

1st Apr 2013 - 28th Feb 2014						
District	No: of Ambulances	Trips Upto the Month	Average no: of trips/amby/day	Total Kilometre Run	Kilometre/ Amby/Day	Average Kilometre/Trip
TIRUPUR	17	25035	4.41	1134820	200	45
CUDDALORE	26	37153	4.22	1645726	187	44
CHENNAI	34	46533	4.09	912485	80	20
THANJAVUR	19	25629	4.08	1041775	166	41
MADURAI	21	28449	3.99	981756	138	35
THENI	11	14611	3.94	669643	181	46
COIMBATORE	24	31436	3.88	1065912	131	34
KANCHEEPURAM	38	49158	3.84	2287750	179	47
TIRUCHIRAPALLI	20	25772	3.79	1025796	151	40
PUDUKKOTAI	16	19713	3.75	911684	174	46
SALEM	23	28027	3.69	1264882	167	45
DHARMAPURI	18	21773	3.66	1272384	214	58
THIRUVANNAMALAI	27	33206	3.66	1863243	205	56
NAMAKKAL	14	17050	3.65	715854	153	42
VILLUPURAM	32	38279	3.63	2096571	199	55
THIRUVARUR	14	16510	3.62	857808	188	52
ARIYALUR	11	13241	3.55	610559	163	46
SIVAGANGAI	14	16433	3.51	846207	181	51
THIRUVALLUR	34	39278	3.51	1836767	164	47
ERODE	19	22564	3.51	961616	149	43
KRISHNAGIRI	16	18472	3.44	1063484	198	58
TIRUNELVELI	22	24391	3.38	1359806	188	56
KANYAKUMARI	9	10371	3.35	367483	119	35
NAGAPATTINAM	18	19728	3.33	1100616	186	56
PERAMBALUR	9	9462	3.15	424934	141	45
VIRUDHUNAGAR	15	15959	3.15	891055	176	56
VELLORE	40	41496	3.09	2560466	191	62
DINDIGUL	17	17702	3.07	836442	145	47
THOOTHUKUDI	15	14867	3.04	750576	154	50
RAMANATHAPURAM	17	16478	2.98	1012213	183	61
KARUR	11	10336	2.84	503288	138	49
THE NILGRIS	11	6328	1.72	429156	117	68
TOTAL	632	755440	3.58	35302757	167	47

Annexure D – Hospital Case Admission Details

S No	Hospital Case Admission Details	During the month – Feb'14		Upto the month (April'13 – Feb'14)	
		Count	**%**	**Count**	**%**
1	Number of cases admitted in Government Hospitals	51,593	86.22%	6,23,313	86.44%
2	Number of cases admitted in Private Hospitals	2,987	4.99%	36,578	5.07%
3	Others (Number of cases provided First aid only refused treatment, etc.)	5,258	8.79%	61,243	8.49%
TOTAL		69,838	**100.00**	7,21,134	100.00%

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

Feb'14																	
EMERGENCY TYPE	ARIYALUR	CHENNAI	COIMBATORE	CUDDALORE	DHARMAPURI	DINDIGUL	ERODE	KANCHEEPURAM	KANYAKUMARI	KARUR	KRISHNAGIRI	MADURAI	NAGAPATTINAM	NAMAKKAL	PERAMBALUR	PUDUKOTTAI	RAMANATHAPURAM	SALEM
Ambulance count	11	33	23	26	18	17	20	39	10	13	16	21	17	14	9	16	18	24
Accidental Poisoning	68	74	123	148	126	79	83	152	37	36	66	131	112	74	56	97	68	128
Acute Abdomen	99	286	166	330	145	84	103	353	71	51	64	148	173	95	77	116	127	111
Allergic Reactions	4	2	3	7		1		1			2	1	4	2		1		2
Animal Attack	38	6	26	118	51	91	22	67	10	15	32	31	71	44	12	74	37	50
Assault	47	121	90	115	75	54	75	67	84	38	36	87	78	56	24	123	92	113
Behavioral		1		1													1	1
Cardiac/Cardio Vascular	73	224	184	191	104	69	135	241	59	61	62	129	88	95	58	117	103	135
Diabetes	10	49	35	19	23	7	16	46	5	10	13	20	15	13	6	19	13	16
Disasters due to Natural elements								1						2				
Environmentals	1	1	1	1			1											
Epilepsy	24	204	100	76	47	38	43	126	21	27	27	60	56	37	16	36	42	73
Fevers / Infections	28	66	30	90	31	15	26	81	30	26	20	25	65	21	24	27	35	30
Fire/Burns	8	48	19	34	19	17	16	60	5	9	14	17	12	10	3	19	15	23
Industrial		1	1							1				1		1		
Neonatal(upto 1 month)	21	105	32	36	72	40	17	53	18	14	44	62	13	47	25	33	33	55
Others	22	143	59	40	39	28	32	102	15	13	20	41	41	23	19	30	45	40
Paediatric(1-12years)	1	8	2	1	4		1	7		2	4	1		1	2	2	1	5
Pregnancy related	273	383	501	662	500	360	336	819	215	201	566	498	237	275	195	381	341	513
Respiratory	35	265	158	126	47	25	78	170	36	34	30	65	77	60	23	36	40	90
Stroke/Cerebro Vascular Accidents	29	205	88	100	49	41	92	148	33	49	26	82	71	60	13	61	53	100
Suicide attempt	6	34	12	26	8	2	8	18	2	3	3	12	13	9	3	9	9	10
Trauma (non Vehicular)	51	407	156	109	59	64	95	188	68	38	46	94	83	70	31	76	56	98
Trauma (Vehicular)	160	925	743	577	361	407	550	1088	193	173	356	636	269	336	126	424	346	555
Unconscious	19	232	89	43	11	23	37	92	11	17	17	40	14	20	16	23	21	40
Grand Total	1017	3790	2618	2850	1771	1445	1766	3880	913	818	1448	2180	1492	1351	729	1705	1478	2188
Number of cases/ambulance	92	115	114	110	98	85	88	99	91	63	91	104	88	97	81	107	82	91
Number of cases/Ambulance/day	3.3	4.1	4.1	3.9	3.5	3.0	3.2	3.6	3.3	2.2	3.2	3.7	3.1	3.4	2.9	3.8	2.9	3.3

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

EMERGENCY TYPE	SIVAGANGAI	THANJAVUR	THE NILGIRIS	THENI	THIRUVALLUR	THIRUVANNAMALAI	THIRUVARUR	THOOTHUKUDI	TIRUCHIRAPPALLI	TIRUNELVELI	TIRUPUR	VELLORE	VILLUPURAM	VIRUDHUNAGAR	Grand Total
Ambulance count	**14**	**20**	**11**	**11**	**32**	**27**	**13**	**14**	**22**	**23**	**17**	**41**	**32**	**16**	**638**
Accidental Poisoning	74	115	21	72	107	118	102	59	89	116	115	140	186	59	**3031**
Acute Abdomen	101	164	61	93	256	203	145	63	128	170	152	207	294	85	**4721**
Allergic Reactions	1	2	1		1	2	2	1	1	1	3	1	1	1	**48**
Animal Attack	34	56	5	27	49	83	55	30	51	29	33	55	106	24	**1432**
Assault	55	97	30	73	61	68	64	62	106	114	73	97	92	60	**2427**
Behavioral									1						**5**
Cardiac/Cardio Vascular	113	150	30	95	233	110	111	74	151	141	179	186	148	66	**3915**
Diabetes	10	12	3	29	37	23	20	4	17	21	16	25	28	9	**589**
Disasters due to Natural elements												1	1		**5**
Environmentals										1					**6**
Epilepsy	36	55	9	37	115	72	37	28	44	56	58	87	72	30	**1789**
Fevers / Infections	21	31	16	9	57	54	30	24	62	42	37	63	71	39	**1226**
Fire/Burns	22	26	4	15	43	25	30	13	21	18	15	83	34	12	**709**
Industrial					1							1		1	**8**
Neonatal(upto 1 month)	10	68	21	21	30	59	14	29	32	45	32	128	53	32	**1294**
Others	29	42	21	32	76	36	30	21	31	33	50	49	61	19	**1282**
Paediatric(1-12years)		6	1	1	9	6		1	2	1	1	6	3		**79**
Pregnancy related	320	496	153	298	719	806	217	291	497	429	371	1115	870	346	**14184**
Respiratory	38	94	20	36	143	94	62	46	75	87	80	131	101	37	**2439**
Stroke/CerebroVascular Accidents	52	88	31	45	113	87	49	41	74	56	94	85	113	39	**2267**
Suicide attempt	5	10	3	6	28	9	5	6	6	4	16	18	20	5	**328**
Trauma (non Vehicular)	44	89	36	56	155	79	53	33	88	84	86	115	102	54	**2863**
Trauma (Vehicular)	376	519	44	241	714	406	267	233	436	449	538	654	600	254	**13956**
Unconscious	23	32	12	15	85	46	19	23	30	25	40	69	34	17	**1235**
Grand Total	**1364**	**2152**	**522**	**1201**	**3032**	**2386**	**1312**	**1082**	**1942**	**1922**	**1989**	**3316**	**2990**	**1189**	**59838**
Number of cases/ambulance	**97**	**108**	**47**	**109**	**95**	**88**	**101**	**77**	**88**	**84**	**117**	**81**	**93**	**74**	**94**
Number of cases/Ambulance/day	**3.5**	**3.8**	**1.7**	**3.9**	**3.4**	**3.2**	**3.6**	**2.8**	**3.2**	**3.0**	**4.2**	**2.9**	**3.3**	**2.7**	**3.3**

Annexure E: District Wise Emergency Cases Handled (Apr 2013 – Feb 2014)

Apr'13 - Feb'14																	
EMERGENCY TYPE	ARIYALUR	CHENNAI	COIMBATORE	CUDDALORE	DHARMAPURI	DINDIGUL	ERODE	KANCHEEPURAM	KANYAKUMARI	KARUR	KRISHNAGIRI	MADURAI	NAGAPATTINAM	NAMAKKAL	PERAMBALUR	PUDUKOTTAI	RAMANATHAPURAM	SALEM
Ambulance count	11	34	24	26	18	17	19	38	9	11	16	21	18	14	9	16	17	23
Accidental Poisoning	777	805	1483	2042	1423	828	992	1747	339	299	876	1496	1266	863	479	1061	722	1283
Acute Abdomen	1404	3141	1698	3782	1697	781	1138	3834	493	731	1020	1661	1881	1020	1000	1250	1531	1491
Allergic Reactions	22	22	20	35	13	7	20	21	4	8	7	18	60	10	14	5	24	15
Animal Attack	628	112	417	1495	635	557	342	945	169	311	340	709	911	498	238	825	487	624
Assault	749	1462	932	1662	906	791	838	1057	820	546	550	1107	1179	684	455	1197	934	1250
Behavioral	5	4	1	3	4	1	0	4	2	1	2	2	3	0	0	1	1	3
Cardiac/Cardio Vascular	733	2556	2073	2055	1168	713	1336	2445	489	586	580	1491	1210	1005	567	1075	1154	1402
Diabetes	107	538	314	242	160	91	206	468	108	101	110	221	168	165	65	127	135	274
Disasters due to Natural elements	0	3	2	3	1	0	1	3	0	0	0	0	4	2	0	0	1	0
Environmentals	1	7	1	2	0	2	1	1	2	1	1	3	0	1	0	1	1	0
Epilepsy	256	2331	1058	900	630	365	538	1622	260	274	395	689	529	536	215	438	332	751
Fevers / Infections	402	1333	618	1172	555	229	374	1270	525	306	619	443	959	330	449	516	484	642
Fire/Burns	109	444	211	350	130	194	189	652	79	74	122	342	254	116	52	173	176	229
Industrial	1	10	11	7	3	2	4	15	1	3	5	5	4	5	0	8	3	2
Neonatal(upto 1 month)	368	1768	440	652	1074	576	412	1179	239	307	546	949	277	552	310	348	404	742
Others	275	2219	834	865	474	364	567	1284	354	253	268	527	609	371	243	351	371	551
Paediatric(1-12years)	10	76	30	40	29	17	18	127	4	13	25	21	17	29	17	22	14	34
Pregnancy related	3787	4560	5669	9272	6158	4363	4609	11176	2265	2539	6780	6726	3393	3465	2353	5447	3849	7212
Respiratory	323	2561	1418	1114	506	316	749	1760	338	302	306	759	715	630	313	439	417	877
Stroke/Cerebro Vascular Accidents	320	2278	1165	1046	554	402	900	1455	335	394	294	729	705	678	286	507	530	856
Suicide attempt	103	360	161	250	86	57	120	246	21	36	86	117	130	87	37	79	79	149
Trauma (non Vehicular)	390	4054	1694	1340	697	757	1147	2166	733	427	468	1250	921	851	316	660	586	1065
Trauma (Vehicular)	1890	10028	8091	6752	3863	5221	6390	11718	2184	2045	4075	6990	3633	4020	1583	4401	3499	6453
Unconscious	176	2728	1136	463	194	269	543	1120	196	156	183	543	263	297	178	271	277	490
Grand Total	12836	43400	29477	35544	20960	16903	21434	46315	9960	9713	17658	26798	19091	16215	9170	19202	16011	26395
Number of cases/ambulance	1148	1273	1214	1348	1176	979	1112	1207	1074	890	1097	1254	1077	1158	1019	1221	968	1161
Number of cases/Ambulance/day	3.4	3.8	3.6	4.0	3.5	2.9	3.3	3.6	3.2	2.7	3.3	3.8	3.2	3.5	3.1	3.7	2.9	3.5

District Wise Emergency Cases Handled...contd (Apr 2013 – Feb 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**	**34**	**27**	**14**	**15**	**20**	**22**	**17**	**40**	**32**	**15**	**632**
Accidental Poisoning	830	1275	244	1047	1325	1634	1067	712	932	1142	1176	1516	2116	647	**34444**
Acute Abdomen	1140	2038	506	1080	3239	2700	1685	994	1758	1561	1619	2536	3358	1012	**54779**
Allergic Reactions	12	17	3	9	30	27	17	7	14	12	19	21	21	3	**537**
Animal Attack	652	863	67	370	633	1250	594	330	837	528	368	876	1213	394	**19218**
Assault	826	1327	273	671	853	1080	865	713	1295	1264	833	1128	1210	596	**30053**
Behavioral	0	3	1	2	5	1	1	0	1	3	4	1	5	0	**64**
Cardiac/Cardio Vascular	933	1433	490	1033	2453	1324	1111	742	1318	1399	1841	1954	1598	578	**40845**
Diabetes	109	149	64	184	402	272	139	120	207	241	284	401	327	95	**6594**
Disasters due to Natural elements	1	0	1	4	2	1	0	1	3	1	0	5	3	0	**42**
Environmentals	0	0	0	0	2	0	1	0	0	1	0	3	5	0	**37**
Epilepsy	350	620	170	361	1259	816	409	382	633	590	800	971	946	321	**20747**
Fevers / Infections	308	438	130	332	1082	890	652	380	789	1131	660	871	1217	609	**20715**
Fire/Burns	199	317	70	137	462	338	222	153	208	222	193	501	334	189	**7441**
Industrial	1	4	3	2	14	4	4	5	6	3	6	15	9	7	**172**
Neonatal(upto 1 month)	308	506	238	334	625	1063	241	470	609	491	457	1937	994	427	**19843**
Others	397	614	267	340	1034	638	449	308	547	531	740	797	764	340	**18546**
Paediatric(1-12years)	19	37	11	19	73	50	15	16	29	24	22	62	32	22	**974**
Pregnancy related	4213	6520	1758	3663	9975	11638	3477	3822	7039	5787	4378	14505	12072	5172	**187642**
Respiratory	374	763	267	411	1648	953	598	472	733	949	901	1235	1026	395	**24568**
Stroke/CerebroVascular Accidents	407	660	361	409	1316	793	554	469	798	761	909	1009	1013	422	**23315**
Suicide attempt	53	119	14	59	290	142	90	48	96	84	156	189	171	43	**3758**
Trauma (non Vehicular)	605	984	394	666	1656	1057	717	589	1027	1044	1084	1241	1089	590	**32265**
Trauma (Vehicular)	4075	5526	622	2746	7847	5012	2872	3398	5335	5293	6805	7234	6410	3296	**159307**
Unconscious	224	393	147	226	1028	490	217	261	456	371	496	658	551	227	**15228**
Grand Total	**16036**	**24606**	**6101**	**14105**	**37253**	**32173**	**15997**	**14392**	**24670**	**23433**	**23751**	**39666**	**36484**	**15385**	**721134**
Number of cases/ambulance	**1145**	**1308**	**555**	**1272**	**1111**	**1184**	**1173**	**983**	**1211**	**1083**	**1397**	**987**	**1157**	**1013**	**1141**
Number of cases/Ambulance/day	**3.4**	**3.9**	**1.7**	**3.8**	**3.3**	**3.5**	**3.5**	**2.9**	**3.6**	**3.2**	**4.2**	**3.0**	**3.5**	**3.0**	**3.4**

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

Sl.No	District	Ambulance Count	During the month Feb 2014		Ambulance Count	Upto the month Apr' 13 - Feb'14	
			KM	Kmpl		KM	Kmpl
1	ARIYALUR	11	46917	8.83	11	610559	9.21
2	CHENNAI	33	78693	8.39	34	912485	8.27
3	COIMBATORE	23	90191	9.25	24	1065912	9.23
4	CUDDALORE	26	131627	9.52	26	1645726	9.88
5	DHARMAPURI	18	108931	8.83	18	1272384	8.77
6	DINDIGUL	17	73338	8.53	17	836442	8.38
7	ERODE	20	77738	8.43	19	961616	8.52
8	KANCHEEPURAM	39	181901	9.52	38	2287750	9.41
9	KANYAKUMARI	10	34875	7.55	9	367483	7.57
10	KARUR	13	40320	8.46	11	503288	8.57
11	KRISHNAGIRI	16	91788	8.46	16	1063484	8.45
12	MADURAI	21	78587	10.22	21	981756	10.03
13	NAGAPATTINAM	17	91121	8.66	18	1100616	8.80
14	NAMAKKAL	14	60113	8.95	14	715854	8.88
15	PERAMBALUR	9	36914	9.81	9	424934	10.24
16	PUDUKOTTAI	16	82664	9.65	16	911684	10.12
17	RAMANATHAPURAM	18	87663	10.70	17	1012213	10.78
18	SALEM	24	109872	9.12	23	1264882	9.03
19	SIVAGANGAI	14	72573	9.11	14	846207	9.12
20	THANJAVUR	20	92441	8.99	19	1041775	8.79
21	THE NILGIRIS	11	38489	6.40	11	429156	6.36
22	THENI	11	60092	10.55	11	669643	10.83
23	TIRUPUR	17	97086	10.24	17	1134820	10.11
24	THIRUVALLUR	32	141857	9.59	34	1836767	9.63
25	THIRUVANNAMALAI	27	143561	10.16	27	1863243	10.30
26	THIRUVARUR	13	71624	9.84	14	857808	10.01
27	THOOTHUKUDI	14	57617	8.86	15	750576	8.80
28	TIRUCHIRAPPALLI	22	81683	9.75	20	1025796	9.96
29	TIRUNELVELI	23	112538	10.02	22	1359806	10.44
30	VELLORE	41	210844	9.27	40	2560466	9.17
31	VILLUPURAM	32	170238	8.40	32	2096571	8.67
32	VIRUDHUNAGAR	16	69224	10.03	15	891055	10.56
TOTAL		638	2923120	9.24	632	35302757	9.28

Annexure G: Human Resources Details- Manpower count and Attrition Count (Feb'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)	6	10	**16**	40	43	**83**	66	79	**145**
2	CO/DO/ERO (Under Training)									
3	Assigned PDOs									
4	EMT (Trained)	17	7	**24**	151	133	**284**	967	454	**1421**
5	EMT (Under Training)									
6	Pilot (Trained)	31	0	**31**	514	0	**514**	1574	0	**1574**
7	Pilot (Under Training)									
8	Operations Staff	0	0	**0**	6	0	**6**	56	0	**56**
9	Support Staff	4	3	**7**	34	12	**46**	75	30	**105**
Total		**58**	**20**	**78**	**745**	**188**	**933**	**2738**	**563**	**3301**

Sl No.	Associate Attrition	Attrition Count					
		During the month			Up to the month		
		Male	Female	Total	Male	Female	Total
1	Emergency Response officers (ERO)	5	2	**7**	37	40	**77**
2	EMT	2	3	**5**	118	102	**220**
3	Pilot	7	0	**7**	276	0	**276**
4	Operations Staff	1	0	**1**	16	0	**16**
5	Support Staff	1	2	**3**	29	16	**45**
Total		**16**	**7**	**23**	**476**	**158**	**634**

Annexure H: District Wise Hospital MoU Details

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

Total MoU's signed with private hospitals from 15th Sep '08 to 28th Feb 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	0:03:55	42%	00:04:06
2	Average Time taken from Base to Scene/Incident	0:16:33	40%	00:17:02
3	Average Time taken at the Scene / Incident Location	0:11:42	44%	00:11:25
4	Average Time taken from Scene to Hospital	0:34:32	45%	00:34:30
5	Average Time taken from Call to Hospital	1:02:38	44%	01:06:47

Feb 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	4280	19.5	2997	1283	1394	3.7	936	458
5- 10 min	5281	24.0	3348	1933	6239	16.5	3629	2610
10 - 15 min	2048	9.3	1289	759	6795	18.0	4278	2517
15 - 20 min	1978	9.0	1470	508	6353	16.8	4625	1728
20 - 25 min	1891	8.6	1524	367	4880	12.9	3853	1027
25 - 30 min	1668	7.6	1341	327	3718	9.8	3132	586
30 - 35 min	1380	6.3	1151	229	2715	7.2	2329	386
35 - 40 min	1032	4.7	852	180	1960	5.2	1704	256
40 - 45 min	783	3.6	625	158	1352	3.6	1193	159
45 - 50 min	499	2.3	418	81	830	2.2	735	95
50 - 55 min	337	1.5	266	71	554	1.5	501	53
55 - 60 min	223	1.0	176	47	350	0.9	324	26
> 60 min	605	2.7	455	150	693	1.8	613	80
Total cases	**22005**	**100.0**	**15912**	**6093**	**37833**	**100.0**	**27852**	**9981**

Feb 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	50	0.2	39	11	230	0.7	174	56
10 -20 min	127	0.6	51	76	1648	5.1	939	709
20 - 30 min	662	3.0	275	387	3664	11.2	2135	1529
30 - 40 min	1219	5.5	687	532	4993	15.3	3336	1657
40 - 50 min	2018	9.2	1491	527	5243	16.1	3925	1318
50 - 60 min	2447	11.1	1947	500	4618	14.2	3702	916
>60 min	15482	70.4	11422	4060	12179	37.4	10436	1743
Total cases	**22005**	**100.0**	**15912**	**6093**	**32575**	**100.0**	**24647**	**7928**

Response time – IFT and Non-IFT cases (Feb'14)

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

Annexure J: Interesting Emergency Case

Emergency case 1

Case Details Format	
Case ID	290874
Date	19.2.14
Assign Time	9:37
Ambulance Location	chrompet GH
District	Kanchipuram
Name of EMT	D.Thamizharasi
ID Number	045373
Name of Pilot	R.Ramesh
ID Number	38256
Patient details	
Age	94yrs
Gender	Male
Name	Mr.lakshmanan
Contact Number (Patient / informer)	9444622589
Emergency Type	Breathing difficulty
Level of Consciousness	Semi conscious & disoriented
Case Details	A 1-0-8 call is received for a 94-year-old male with breathing problems. The patient had been in his normal state of health until 2 weeks ago when he noticed that he had difficulty catching his breath while walking. The symptoms were progressing and over the past 3 days the patient stated that he was short of breath lying down. Upon arrival, the EMT finds the patient was confused but able to speak in short phrases. Initial vital signs are: BP 90/60, pulse – 130 beats/min, Respiratory rate 28 and labored, O2 saturation 80% on room air and blood glucose of 250mg/dl. EMT applied oxygen and observed that the patient's oxygenation and work of breathing improve markedly with 100% O2 by non-rebreather face mask. Physical examination is remarkable for increased work of breathing with rhonchi found bilaterally at the lung bases (worse on the left). The patient's medical problems include Diabetes for last 25 years and a known case of asthma.
Prehospital Care Provided	His son states that he'd been having increased difficulty breathing over the past 24 hours accompanied by a mild cough and confusion. The patient himself told the EMT he hasn't had a fever or chest pain, and he's unsure if he's taken all of his medications over the past few days. EMT sought the help of emergency physician online and followed the standard treatments for respiratory distress as per his advice which include oxygen, nebulization, Intravenous fluids and continuous monitoring of the patient's vital signs and the adequacy of the patient's ventilatory status. The patient is transported to the nearest hospital for further evaluation and treatment.
Additional Challenges	
Photographs**	

Patient getting Pre hospital care in the '108' ambulance.

Emergency Case – 2

Case Details Format	
Case ID	688918
Date	19-02-2014
Assign Time	12.28
Ambulance Location	Pudurnadu
District	Vellore
Name of EMT	T. Vijayakumar
ID Number	14718
Name of Pilot	V. Prathap
ID Number	58376
Patient details	Perumal
Age	44
Gender	Male
Name	
Contact Number (Patient / informer)	8807576552
Emergency Type	Burns
Level of Consciousness	Responding to Verbal stimuli
Case Details	Thirty persons were injured when a fire broke out during a festival at kaliamman temple in Rangasamudaram in pudurnadu in Tirupattur taluk. The incident occurred due to the powder meant for making crackers and kerosene were kept in close proximity inside the temple. Some of the volunteers involved in bursting crackers during the festival and also prepared crackers using the powder. The fire broke out in a splash when kerosene accidentally fell on the cracker powder. Though there were two exit points in the temple for the crowd to escape, 30 persons sustained burns because of the heavy crowd. 108 team received the call at around 12.25 pm to report the incident and requested for immediate help. The Pudurnadu ambulance received the dispatch information and responded to the scene immediately within 10 minutes. After reaching the scene EMT and Pilot informed the program manager requesting additional support as there were more than thirty people sustained burn injuries. EMT Vijayakumar quickly performed triaging at scene and identified two victims Mr. Perumal and Mrs. Rengammal who were critically injured and transported them promptly into the ambulance.
Prehospital Care Provided	EMT administered oxygen to Mr. Perumal via Non re-breather mask. He then applied dry sterile dressing and placed an Intravenous access to both the victims. Both the victims were treated with appropriate care and got shifted to Tirupattur Government Hospital. In the mean time all other victims those who reached Pudurnadu PHC which is nearer to the incident site got treated and referred to Tirupattur Government Hospital from where 10 were referred to the Government hospital, Kilpauk using 108 ambulances from various locations of Vellore district - Katpadi, Perambut, Natrampalli, Alankayam, Tirupattur, Ambur and Burgur ambulances. Thus 108 services once again proved its efficiency to respond to multi casualty incidents in a successful manner by displaying highest sense of integrity and team work.
Additional Challenges	MULTI CASUALTY INCIDENT
Photographs**	

நமது மலர்

வெடித்தது கருமருந்து!

Media Report of the Incident.

Emergency Case – 3

Case ID	460405
Date	01.02.2014
Assign Time	19:26
Ambulance Location	Krishnagiri Neonatal ambulance
District	Krishnagiri
Name of EMT	Mrs.J.Komathi
ID Number	36851
Name of Pilot	Mr. Mahendiran
ID Number	40794
Patient details	
Age	8 day
Gender	Female
Name	Baby of Reshma
Emergency Type	A RARE CASE OF HEMOLYTIC DISEASES OF NEONATE
Level of Consciousness	unconscious
Case Details (Description)	On 1st February, our Krishnagiri neonatal ambulance received a call from DO stating that Baby of Reshma 8 day's age old female neonate with birth weight of 1.2 kg was referred from Krishnagiri general hospital to Govt Dharmapuri medical college hospital for the complaints of mouth and nose bleeding, preterm and low birth weight baby. Immediately our NEMT reached the scene within 3 minutes and assessed the neonate. The vitals were skin color- pale, CFT- >3 secs, T- 37.5C, cry and movements- present, RR- 26b/m, Grunting- present, SpO2- 84% (without oxygen), 97% (with oxygen), DOWNES score- 4/10, CBG- 300mg/dl. Our NEMT received the neonate after pre arrival stabilization. As per NERCP advice, our NEMT inserted naso gastric tube and aspiration was done. Iso-P was administered as a maintaining dose. Frequent suctioning was done. Oxygen 5l was administered. NS- 10ml/kg bolus dose was administered. On enroute vitals were monitored. The vitals were skin color- pale, CFT- <3 secs, T- 37.5C, HR- 152b/m, cry and movements- present, RR- 32b/m, Grunting- present, SpO2- 84% (without oxygen), 99% (with oxygen), DOWNES score- 3/10. The neonate was safely shifted to Govt.Dharmapuri medical college hospital with the stable vital signs.
Photographs/Media	
Report/ Appreciation Letter	

Annexure K – Important Events & Photographs

Event: Neonatal ambulance was launched by the District Collector on 14th Feb 2014.

Event: Use of 108 for safe transportation during Pregnancy was explained to the pregnant mothers at sakarakapillaiyur PHC at Kadayampatti, Salem Districts on 4th Feb 2014. More than 50 pregnant mothers participated in the event

Other Events:

- EDD/HRP data follow up thro VHN/Preg Mothers in every district by deputing an EMT in Major Govt Institutions.
- 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 (Feb '14)

AN - Cases Monthly Report									
For the month of Feb 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	81	59	94	25	273	-	-	-
2	CHENNAI	10	66	46	52	383	-	-	-
3	COIMBATORE	102	93	193	57	501	-	-	-
4	CUDDALORE	109	229	199	100	662	1	-	1
5	DHARMAPURI	141	41	269	36	500	-	-	-
6	DINDIGUL	62	57	182	32	360	-	-	-
7	ERODE	85	49	115	25	336	-	-	-
8	KANCHEEPURAM	282	120	352	60	819	-	-	-
9	KANYAKUMARI	14	28	126	24	215	-	-	-
10	KARUR	57	46	86	25	201	-	-	-
11	KRISHNAGIRI	171	95	246	45	566	-	-	-
12	MADURAI	91	38	211	62	498	-	-	-
13	NAGAPATTINAM	19	90	78	36	237	-	-	-
14	NAMAKKAL	77	42	116	28	275	-	-	-
15	THE NILGIRIS	36	34	37	29	153	-	-	-
16	PERAMBALUR	50	48	90	5	195	-	-	-
17	PUDUKOTTAI	93	147	98	47	381	-	-	-
18	RAMANATHAPURAM	77	114	104	24	341	-	-	-
19	SALEM	141	68	265	36	513	-	-	-
20	SIVAGANGAI	64	77	101	44	320	-	-	-
21	THANJAVUR	101	182	146	35	496	-	-	-
22	THENI	15	58	149	69	298	-	-	-
23	THIRUVALLUR	118	139	315	77	719	-	-	-
24	THIRUVANNAMALAI	228	131	334	41	806	2	-	2
25	THIRUVARUR	15	67	77	60	217	-	-	-
26	THOOTHUKUDI	35	76	136	49	291	-	-	-
27	TIRUCHIRAPPALLI	150	91	202	43	497	-	-	-
28	TIRUNELVELI	32	80	223	78	429	1	-	1
29	TIRUPUR	76	99	165	35	371	-	-	-
30	VELLORE	240	98	526	193	1115	1	-	1
31	VILLUPURAM	284	134	362	76	870	-	-	-
32	VIRUDHUNAGAR	84	68	135	43	346	-	-	-
Total		**3140**	**2764**	**5778**	**1591**	**14184**	**5**	**0**	**5**

Annexure M: Neonatal ambulance cases (Feb'14)

Neonatal Cases Admission -February'14					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
1	MADURAI	VALAYANKULAM PHC NEONATAL	APOLLO HOSPITAL, KARAIKUDI	1	MADURAI GRH
			ARUPUKOTTAI GH	3	
			CHOLAVANDAN GH	1	
			DINDIGUL GH	4	
			KALLUPATTI.T PHC	1	
			KOODAKOIL PHC	3	
			MELUR GH	1	
			MUTHANANDAL PHC	1	
			NAGAMALAI PUDUKOTTAI PHC	1	
			NILAIYUR PHC	1	
			PARAMAKUDI GH	1	
			PERAIYUR GH	1	
			RAJAKOOR PHC	1	
			RAJAPALAYAM GH	1	
			SIVAKASI GH	1	
			THIRUMANGALAM GH	1	
			THIRUPARANKUNDRAM PHC	2	
			ULLUPAKUDI PHC	1	
			USILAMPATTI GH	4	
			VADIPATTI GH	2	
			VALAYANKULAM PHC NEONATAL-TOTAL	**32**	
2	DHARMAPURI	DHARMAPURI MEDICAL COLLEGE	ERIYUR PHC	1	DHARMAPURI MEDICAL COLLEGE HOSPITAL
			HARUR GH	8	
			INDUR PHC	2	
			JEKKASAMUDRAM PHC	2	
			KAMBAINALLUR PHC	3	
			KARIMANGALAM PHC	3	
			KOTTAPATTI PHC	1	
			LALIGAM PHC	2	
			MORAPPUR PHC	1	
			NAGADESAMPATTY PHC	2	
			NULAHALLI PHC	2	
			PANCHAPALLI PHC	1	
			PAPPARAPATTI PHC	3	
			PERIYAMPATTI PHC	1	
			PERUMPALAI PHC	1	
			RAMIYENAHALLI PHC	1	
			DHARMAPURI MEDICAL COLLEGE HOSPITAL	3	SALEM MEDICAL COLLEGE HOSPITAL
			KRISHNAGIRI GH	1	
			PALACODE PHC	1	Not an emergency
			BANDAHALLI PHC	1	
			PANATHUR PHC	1	
			DENKANIKOTTAI GH	1	
			DHARMAPURI MEDICAL COLLEGE TOTAL	**42**	
3	CUDDALORE	CUDDALORE GH NEONATAL	ORAIYUR PHC	1	CUDDALORE GH
			CUDDALORE GH NEONATAL TOTAL	**1**	
4	KANCHIPURAM	KANCHIPURAM - NEONATAL	ADI ANNAMALAI PHC	2	ICH
			ADUKAMPPARI MCH	1	
			CHEYYAR GH	1	
			KOVALAI PHC	1	
			CHENGALPET MCH	1	
			KANCHIPURAM GH	3	
			NANDHIVARAM PHC	1	
			TIRUVANNAMALAI GH	4	
			THIRUPPUKUZHI PHC	3	KANCHIPURAM GH
			MOLACHUR PHC	1	
			AVALOOR PHC	1	
			KOVALAI PHC	2	CHENGALPET MCH
			MADURANTAKAM GH	2	
			PADUR PHC	1	
			MEENAKSHI MCH	1	Not an emergency
			CHENGALPET MCH	1	DEEPAM, CHROMPET
			KANCHIPURAM GH	2	KMCH
			KANCHIPURAM - NEONATAL - TOTAL	**28**	

Neonatal Cases Admission -February'14					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
5	CHENNAI	ICH	A G NURSING HOME	1	ICH
			ADYAR CHC	1	
			ARAKONAM GH	5	
			KILPAUK MCH	1	
			IOG EGMORE	3	
			AYANAVARAM CHC	1	
			KODAMBAKKAM CHC	5	
			KHM, ANNA NAGAR	1	
			KALPAKKAM CENTRAL GOVT HOSP	1	
			CHENGALPET MCH	2	
			KELAMBAKKAM PHC	1	
			MANGADU PHC	1	
			PADALAM PHC	1	
			MADHAVARAM GH	1	
			MADURAMANGALAM PHC	1	
			PERAMBUR CORPORATION HOSPITAL	1	
			PERUMAL PATTU PHC	4	
			PULIYANTHOPE CHC	1	
			SEMMANCHERY PHC	2	
			SHENOY NAGAR PHC	1	
			SS PVT HOSPITAL	1	
			THIRUVANNAMALI GH	1	
			THIRUVOTRIYUR PHC	2	
			THIRUVALLUR GH	2	
			GUMMIDIPOONDI GH	1	
			PONNERI GH	4	
			MADARAPAKKAM PHC	1	
			MINJUR PHC	2	
			VALASARAVAKKAM PHC	1	
			NARAVARIKUPPAM PHC	1	
			TEJA HOSPITAL	1	
			VELLORE MCH (ADUKKAMPARAI)	3	
			VYASARPADI CHC	1	
			KANCHIPURAM GH	1	KMCH
			ICH	1	
			PANCHATTI PHC	1	IOG EGMORE
			ICH	2	MMC
			OLD WAHERMANPET CORPORATION HOSPITAL	1	STANLEY GH
			PERUMAL PATTU PHC	1	EYE HOSPITAL, EGMORE
			ARAKONAM GH	1	Not an emergency
			ICH TOTAL	**64**	
6	CHENNAI	TRIPLICANE- NEO II	ADYAR CHC	5	ICH
			IOG EGMORE	1	
			PERAMBUR RAILWAY HOSPITAL	1	
			SAIDAPET GH	1	
			THORAIPAKKAM PHC	1	
			MEDAVAKKAM PHC	3	
			NORTHAMPOONDI PHC	1	
			PADI URBAN HEALTH CENTRE	1	
			SAIDAPET CHC	1	
			SANJEEVARAYANPET PHC	1	
			TIRUVANNAMALAI GH	2	
			THIRUVALLUR GH	1	
			ATHIPATTU PHC	1	
			MINJUR PHC	1	
			PORUR PHC	1	
			VEERACHOLAM PHC	1	
			VEERARAGAVAPURAM PHC	1	
			VELLORE MCH (ADUKKAMPARAI)	2	
			WALLAJABAD PHC	1	
			ICH	1	KILPAUK MCH
			MADAHAVARAM GH	1	IOG EGMORE
			TONDIARPET PHC	1	STANLEY MCH
			VELLORE GH (PENTLAND)	1	
			ADYAR CHC	1	SAIDAPET CHC
			ICH	1	MMC
			MUNDIAMBAKKAM MCH, VILLUPURAM	1	TAMBARAM GH
			MEDAVAKKAM PHC	2	Not an emergency
			AYANAVARAM CHC	1	
			TRIPLICANE- NEO II- TOTAL	**37**	
7	CHENNAI	NEO NATAL CIFT- TIRUPATHUR GH	ALANGAYAM PHC	1	TIRUPATTUR GH
			AMBUR GH	1	
			ANDIAPPANUR PHC	5	
			KADIRAMPATTU PHC	3	
			KAJALNAICKENPATTI PHC	4	
			KAKANAMPALAYAM PHC	2	
			KARAPATTU PHC	2	
			NARIAMPATTU PHC	1	
			NATRAMPALLI PHC	3	
			PERAMPATTU PHC	1	
			PUDUPETTAI PHC _ VELLORE	2	
			PUDURNADU PHC	1	
			VANIYAMPADI GH	1	
			VELLAKALNATHAM PHC	1	
			TIRUPATTUR GH	1	DHARMAPURI MEDICAL COLLEGE HOSPITAL
			NEO NATAL CIFT- TIRUPATHUR GH - TOTAL	**29**	

Neonatal Cases Admission -February'14					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
8	KRISHNAGIRI	KRISHNAGIRI GH -NEO	ALAPATTI PHC	1	KRISHNAGIRI GH
			GURUBARAHALLI PHC	1	
			JAGADEVI PHC	2	
			KAMANDOTTI PHC	1	
			KAVERIPATTINAM PHC	1	
			KELAMANGALAM PHC	1	
			MEKALACHINNAMPALLI PHC	1	
			NEDUNGAL PHC	1	
			SHOOLAGIRI PHC	2	
			VEPPANAPALLI PHC	1	
			ALAPATTI PHC	1	SALEM MEDICAL COLLEGE HOSPITAL
			NATRAMPALLI PHC	1	TIRUPATTUR GH
			VANIYAMPADI GH	1	
			VANIYAMPADI GH	2	VELLORE MCH (ADUKKAMPARAI)
			BERIGAI PHC	1	HOSUR GH
			ALAPATTI PHC	1	Not an emergency
			ANDIAPPANUR PHC	1	
			KRISHNAGIRI GH- Neonatal ambulance total	**20**	
9	PUDUKOTTAI	RANI'S GH NEONATAL	ARANTHANGI GH	1	RAJA MIRASDAR GH, THANJAVUR
			RANIS MATERNITY GH	2	
			GANDARVAKOTTAI GH	1	
			ARANTHANGI GH	6	RANIS MATERNITY GH
			ILUPUR GH	2	
			KADIPATTI PHC	1	
			KEELANILAI PHC	1	
			KOTHAMANGALAM PHC	1	
			MALAIYUR PHC	1	
			PERUNGALUR PHC	1	
			VADAKADU PHC	1	
			PUDUKOTTAI GH	1	TRICHY GH
			RANI'S GH NEONATAL total	**19**	
10	VIRUDHUNAGAR	VIRUDHUNAGAR GH NEONATAL	KALKURICHI PHC	2	VIRUDHUNAGAR GH, VIRUDHUNAGAR
			MALAIPATTI PHC	1	
			MALLANKINARU PHC	3	
			MUDUKANKULAM PHC	1	
			SRIVILLIPUTUR GH	1	
			SATTUR GH	3	MADURAI GRH
			ARUPUKOTTAI GH	3	
			VIRUDHUNAGAR GH,	1	
			VIRUDHUNAGAR GH	1	MEENAKSHI MISSION HOSPITAL
			VIRUDHUNAGAR GH NEONATAL-TOTAL	**16**	
11	TUTICORIN	THOOTHUKUDI GH NEONATAL	KULATHUR PHC	1	TUTICORIN MEDICAL COLLEGE AND HOSPITAL
			MAPPILLIAIURANI PHC	1	
			MUDIVAITHANANDAL PHC	1	
			OTTAPIDARAM GH	1	
			PANDARAVILAI PHC	1	
			PUDUKOTTAI PHC	1	
			SEBATHAYAPURAM PHC	1	
			TIRUCHENDUR GH	4	
			VEPPALODAI PHC	1	
			VILATHIKULAM GH	4	
			KOVILPATTI GH	3	TIRUNELVELI MEDICAL COLLEGE HOSPITAL
			THOOTHUKUDI MEDICAL COLLEGE HOSPITAL	2	
			TUTICORIN NEONATAL AMBULANCE-TOTAL	**21**	
12	T.V.MALAI	THIRUVANNAMALAI GH NEONATAL	ADI ANNAMALAI PHC	1	TIRUVANNAMALAI GH
			AVALURPETTAI PHC	1	
			CHENGAM GH	4	
			CHENNASAMUTHIRAM PHC	1	
			KEEZHPENNATHUR PHC	3	
			MANGALAM PHC	2	
			NORTHAMPOONDI PHC	1	
			PAVITHRAM PHC	2	
			PUDUPALAYAM PHC	2	
			T.PETTAI PHC	1	
			CHETPET PHC	2	VELLORE MCH (ADUKKAMPARAI)
			POLUR GH	1	
			TIRUVANNAMALAI GH	2	
			TIRUVANNAMALAI GH	1	Not an emergency
			THIRUVANNAMALAI GH NEONATAL-TOTAL	**24**	

Neonatal Cases Admission -February'14					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
13	VELLORE	WALLAJAH GH NEONATAL	ALAMELUMANGAPURAM PHC	1	VELLORE MCH (ADUKKAMPARAI)
			ARCOT GH	1	
			ARUNKUNDRAM PHC	2	
			BANAVARAM PHC	2	
			KADIRAMPATTU PHC	1	
			KAVERIPAKKAM PHC	1	
			KONAVATTAM PHC	1	
			LALAPET PHC	1	
			MELPADI PHC	2	
			NATHERI PHC	1	
			THIMIRI PHC	1	
			THIRUVALAM PHC	1	
			WALLAJAPET GH	7	
			VILAMPAKKAM PHC	1	
			KAVERIPAKKAM PHC	1	WALLAJAPET GH
			PUNNAI PHC	1	ARAKONAM GH
			VELLORE MCH (ADUKKAMPARAI)	1	ICH
			CHEYYAR GH	1	
			WALLAJAH GH NEONATAL- TOTAL	**27**	
14	THIRUNELVELI	TIRUNELVELI MEDICAL COLLEGE HOSPITAL NEONATAL	ALANGULAM PHC	2	TIRUNELVELI MEDICAL COLLEGE HOSPITAL
			ARIYAPPAPURAM PHC	1	
			KALLUR PHC	1	
			KARIVALAMVANDANALLUR PHC	1	
			KOVILPATTI GH	2	
			MADATHUPATTI PHC	1	
			MOOLAKARAIPATTI PHC	2	
			NANGUNERI GH	2	
			PATTAMADAI PHC	1	
			RAJAPALAYAM GH	1	
			REDDIARPATTI PHC	1	
			SANKARANKOIL GH	1	
			TENKASI GH	4	
			VAIRAVIKULAM PHC	2	
			VEERAKERALAMPUDUR PHC	1	
			VIRAVANALLUR PHC	1	
			TIRUNELVELI MEDICAL COLLEGE HOSPITAL NEONATAL-TOTAL	**24**	
15	THANJAVUR	RMH NEONATAL	ADIYAKKAMANGALAM PHC	1	RAJA MIRASDAR GH
			ARIYALUR GH	10	
			JAYAMKONDAM GH	1	
			KASANGADU PHC	1	
			KUMBAKONAM GH	9	
			MANNARKUDI GH	1	
			MARANERI PHC	1	
			ORATHANADU GH	2	
			PATTUKKOTTAI GH	2	
			THIRUKATTUPALLI GH	4	
			VANDAYARIRUPPU PHC	1	
			PUDUNAGAR PHC	2	Not an emergency
			KASANGADU PHC	2	
			RMH NEONATAL- TOTAL	**37**	
16	RAMNAD	PARAMAGUDI GH - NEONATAL	MUTHUKULATHUR GH	3	PARAMAKUDI GH
			NATHAM PHC	1	
			PARTHIBANUR PHC	1	
			VALINOCKAM PHC	1	RAMANATHAPURAM GH, RAMNAD
			NARIKUDI PHC	1	ARUPUKOTTAI GH
			VEERACHOLAM PHC	1	
			KAMUDHI GH	1	MADURAI GRH
			PARAMAKUDI GH	7	
			RAMANATHAPURAM GH	1	
			SIVAGANGA MCH,	2	
			PARAMAGUDI GH - NEONATAL- TOTAL	**19**	
17	SALEM	SALEM GH NEONATAL	ATTHUR GH	1	SALEM MEDICAL COLLEGE HOSPITAL
			E.KATTUR PHC	1	
			MAGUDANCHAVADI PHC	1	
			MASINAICKENPATTI PHC	1	
			METTUR DAM GH	1	
			OMALUR GH	2	
			SARKARKOLLAPATTI PHC	1	
			VAZHAPADI PHC	1	
			VELLALAPATTI PHC	1	
			SALEM GH NEONATAL- TOTAL	**10**	
18	KANYAKUMARI	THUCKLAY GH NEONATAL	BOOTHAPANDY GH	3	KANYAKUMARI MEDICAL COLLEGE HOSPITAL,
			KULITHURAI GH	3	
			SHENBAGARAMANPUDHUR PHC	1	
			THUCKLAY GH	1	
			VELLICHANDAI PHC	1	
			THENGAPATTINAM PHC	1	KULITHURAI GH
			KOTHANALLUR PHC	1	THUCKLAY GH
			PECHIPARAI PHC	1	
			THIRUVITHANCODE PHC	2	
			KANYAKUMARI MEDICAL COLLEGE HOSPITAL,	1	Not an emergency
			THUCKLAY GH NEONATAL- TOTAL	**15**	
			Total Neonatal cases admitted in Hospital	**465**	

* Villupuram - Newly launched
* Chengalpet - Downtime for FC
* Trichy - Downtime

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