

# Objectives

The overall objective of the Help Desk is to facilitate timely access of services to the patients to save lives and improve the quality of care at District Hospital, Vadodara. The specific objectives of the intervention are to:



## Key Results:



Around

**30000 PATIENTS**

provided help annually



Around

**225 BLOOD**

units arranged annually



Around

**2600 PATIENTS**

provided counseling annually



**Deepak  
Foundation**

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**HELP DESK**

art design 9824490529



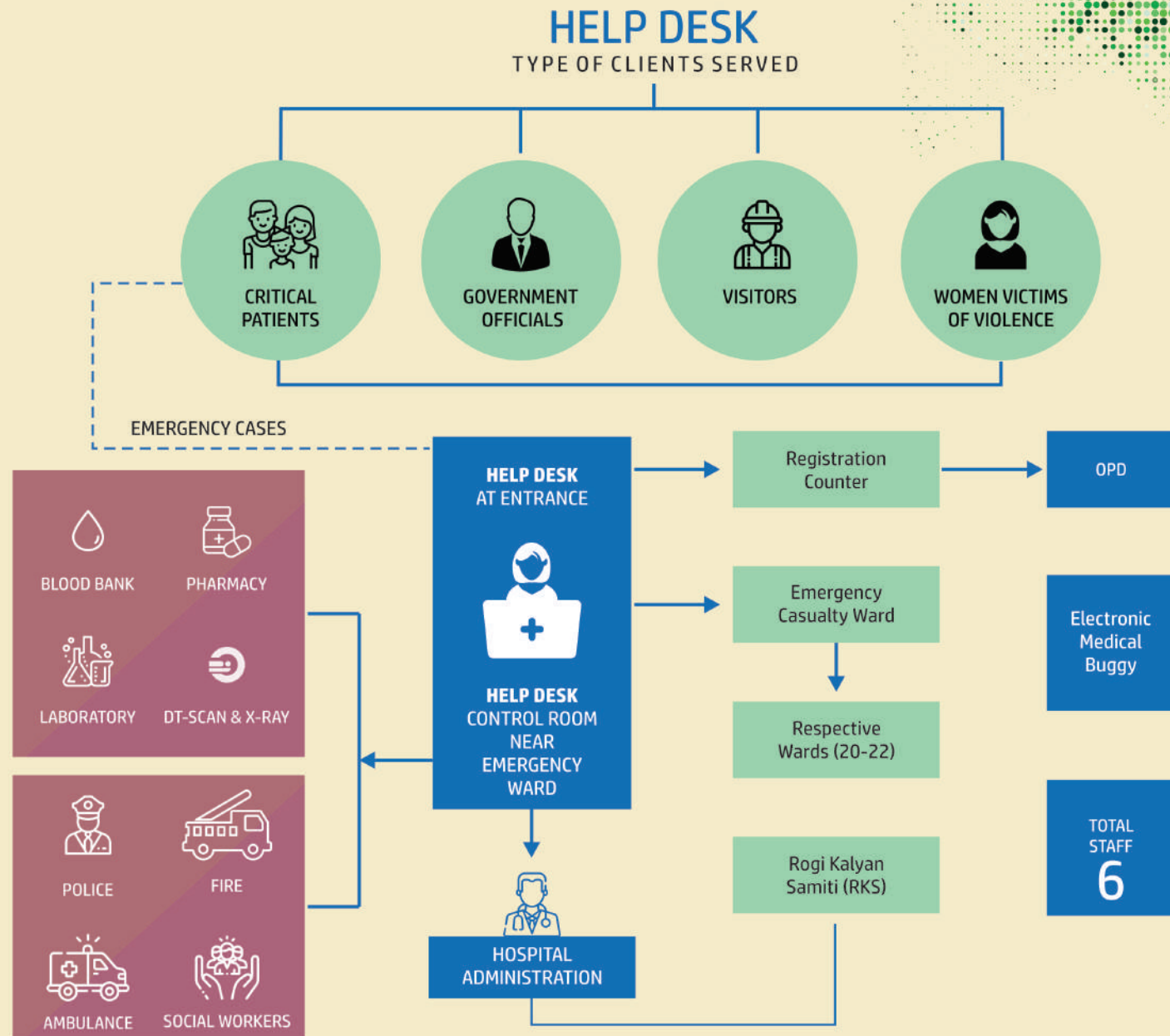
## About Deepak Foundation:

Deepak Foundation is committed towards the upliftment of the society. As one of the leading non-profit organizations in Gujarat with rapidly growing Pan-India presence, the Foundation thrives to empower the underprivileged and unreached communities in India. The Foundation is registered under the Bombay Public Trust Act, 1950.

## About The Project:

In 2006, Deepak Foundation in partnership with the S.S.G. Hospital established a 24x7 Help Desk above the casualty unit to provide quality health care to referrals and critical cases requiring tertiary care. The referrals were made as part of a large intervention project "Safe Motherhood and Child Survival" undertaken by the Foundation in partnership with the Department of Health & Family Welfare, Govt. of Gujarat.

The Help Desk was established with the aim of reducing infant and maternal mortality in rural and tribal areas of Vadodara district by ensuring timely services to the patients referred from rural and tribal areas. It was established as many of the referred cases could not get timely care, returned unattended or refused treatment as per medical advice. Illiteracy, fear of hospital set up and inability to communicate were some of the barriers that hampered assessment of the outcome of the critical cases referred to SSG Hospital.



## Medical Buggy Service:

Considering the needs of patients as to avail speedy delivery medical services from one department to another, it was suggested that some facility to be started where patients can move around from one department to another.