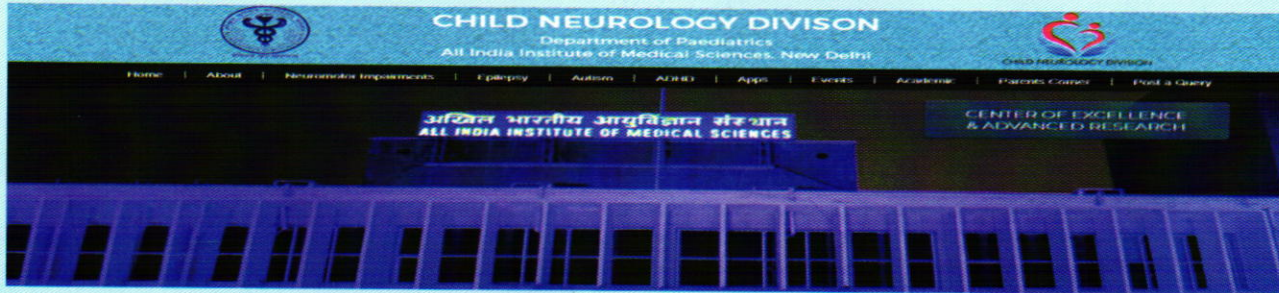




National Child Neurology Tele-Helpline Services for Childhood Neurodevelopmental disorders



An AIIMS-IIFCL Joint Initiative*



Aim

To launch a Nationwide toll free Tele-Helpline Service where any parent or care giver of a child with any neurological problem can obtain free information

Objectives

- To answer the telephonic queries of parents and care providers of all infants, children and adolescents, aged 1month to 18 years, with childhood NDDs who will call on our toll free helpline from April 2018 onwards
- To make a digital registry of the queries put forth by the parents or care providers and the answers provided of those calls after obtaining consent

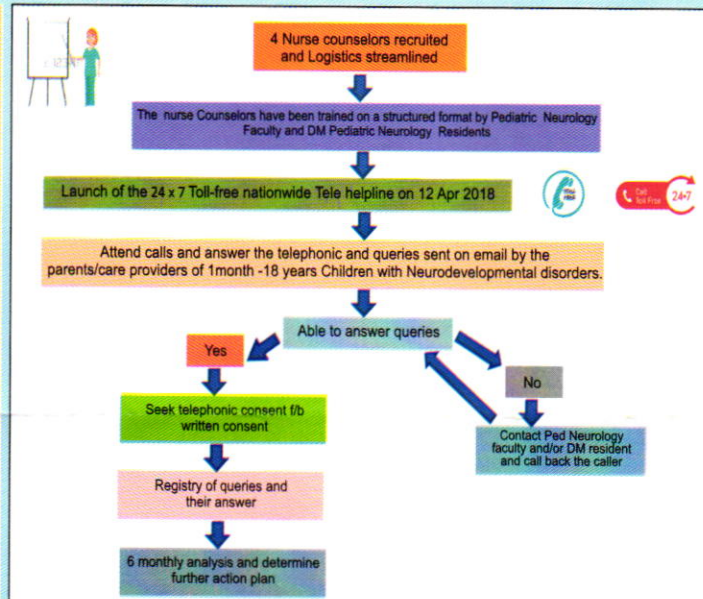


Who will attend the queries?

- 4 Nurse Counselors (who have undergone Structured Training by Pediatric Neurology Faculty and DM Residents, AIIMS), under the supervision of Pediatric Neurology on call Faculty and DM Pediatric Neurology resident
- Nurse counselors will be working round the clock to provide Tele-Helpline services 24x7
- The Pediatric Neurology DM resident on call and Faculty on call are available 24x7 personally or telephonically to supervise and help the Nurse Counselors

What will be the scope of the advice provided?

- Guidance regarding any Chronic issues in treatment
- Guidance regarding the OPD timings for children residing in nearby regions.
- Advice to seek consultation from nearby hospitals, those who are residing in far off areas
- Advice to contact nearby medical facility at the earliest in case of any medical emergency
- If the counselor is unable to give an immediate suitable answer to the query of the caller, he/she will revert to the caregiver telephonically at the earliest, after consulting with the Pediatric Neurology DM resident and/or Faculty-on call



Responsibilities of the Nurse Counselors

- To attend the telephone calls and answer the telephonic/queries sent on email
- To enumerate the calls received and maintain a digital registry
- To ask for telephonic consent followed by a written consent on their subsequent OPD visit for the use of the information for study purpose
- After obtaining consent to give a Query No: Query No/Date/Month/Year
- To make a Digital registry of the queries and the responses provided

Our Toll free Number

1800 11 7776

For any queries please contact

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Post a query on our website: www.pedneuroaiims.org



Timing

- Toll free helpline will be functioning 24X7 including Gazetted holidays
- Calls will be directed to the two toll-free landlines between 9am- 5 pm, thereafter on the two toll free mobile phones

FAQs by the caregivers will be posted in the Parent's corner of the website www.pedneuroaiims.org

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