### Observed Results (n=400)

#### (a) Caller
- Patient: 60%, Relatives: 40%

#### (b) Age distribution of the patient
- 0-10 years: 29%
- 11-20 years: 15%
- 21-30 years: 24%
- 31-40 years: 17%
- 41-50 years: 9%
- 50+ years: 7%

#### (c) Sex
- Male: 67%, Female: 33%

#### (d) Location
- Rural: 30%, Urban: 70%

#### (e) Call completion
- Complete: 68%, Incomplete: 32%

#### (f) Time of call
- Day (8:00-15:30): 57%
- Evening (15:30-23:00): 18%
- Night (23:00-8:00): 25%

#### (g) Time occupancy of a single call
- Introduction phase: 8%
- Diagnosis phase: 27%
- Advice phase: 67%

#### (h) Consultancy about
- Disease related: 79%
- Preventive healthcare related: 21%

#### (i) Type of advices
- Prescribed medicine: 54%
- Advice: 28%
- Referred to specialist/hospital: 17%

#### (j) Patients
- Follow up: 17%
- New: 83%

#### (k) Major diseases consulted
- Gastro-intestinal: 22%
- Respiratory: 17%
- Reproductive: 10%
- Skin: 10%

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**Data Source:** Tele health 10600 (Case-2)

**Duration:** December, 2009

**Total Records:** 10000

**Selected Records:** 400

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Advantages and Technical Challenges

• Social and Business Aspect
  • Female patients can stay anonymous for female diseases. Usually the female patients are attended by the husband.
  • Access to basic healthcare by millions of unreached patients
  • Both CSR and Business advantages

* Technical Challenges
  * Bad quality of communications causes high call drop out rates and increases patient irritations
  * Doctors cannot access to past clinical records for repeated patients
  * Doctors can not make a good clinical decision, no diagnostic tools at the patient side to provide health data
Our response to the technical challenges

**Portable Clinic**

- **Challenges**
  - a. No diagnostic tools
  - b. Bad quality of communications
  - c. No Patient ID management mechanism
  - d. Difficulties to access to past clinical records

- **Solution by GramHealth**
  - a. Diagnostic tools (one set for one community)
  - b. Better network connection
    - Video connection

- **Solution by Portable Clinic**
  - a health check up box

- **GramHealth**
  - c. Unique patient ID and Phone number
  - d. Universal access to PHR

**PHR: Personal Health Record**
PHR collection: health check-up from masses

1. Registration
2. Health checkup
3. Teleconsultancy
4. Prescription & suggestion

2 months later

Village-1 (n=163)
Village-2 (n=147)
Village-3 (n=152)

Doctor Advantages:
1. Saves 60% doctor-time → Can see more patients
2. Immediate access to past health records → Better clinical decision

Patients Advantages:
1. Access to quality healthcare from home
2. Saves travel time and cost

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GramHealth DB becomes BigData!!

Invaluable resource for the Data mining researchers