Press Note

Launch of Queue System on Covid Hospital Bed Management System (CHBMS)

Fresh Covid 19 cases in Bengaluru city are seeing a consistent reduction. In accordance, the total number of patients seeking hospital admission also has reduced significantly.

Hospital Bed allocation using CHBMS happens through either at the physical triage centres using the recently launched Physical Triage module or Tele triage done at zonal war rooms. However, when a patient is tele-triaged at the zonal war room, mechanism to record the details were limited. Also, considering the surge of requests during the peak, tracking the allocation of beds in the order of triaging or receiving the request for bed was difficult.

CHBMS is now upgrading one step at a time. With the launch of Physical Triage Module at 16 PTCs mapped to 26 hospitals across Bengaluru, a week ago, now BBMP is ready with another enhancement – the Queuing System.

CHBMS now has the feature of **Detailed and Transparent Queuing System** integrated.

It has features for:
- *Recording triage notes of all the patients seeking hospital admission*
- *Recommending hospital / CCC bed type based on the clinical conditions*
- *Automatically allocating a queue number based on the time of triaging*
- *Queue number being made specific for that particular bed type and zone*
- *Zone to act only on patients in the order of the queue*
- *Re-queue of the patient in case of change in the required bed type or remove from the queued up patient when he/she is opting for home isolation or prefers to opt for private admission etc.,*
- *Zone may choose to refer the patient to the Super User (SU) / 108 logins, for special cases such as paediatrics, pregnancy, nursing mothers, cancer, specially abled etc., for jumping the queue.*

The queue number at the zone level and bed type level as per the doctor recommendations can be tracked real time on the public dashboard by the patients using their BU numbers and/or SRF IDs.

At present, there are 8 zonal war rooms, 1912 and 108 control rooms, all of which are receiving patient queries and manage requests. These are manned by more than 50 doctors daily round the clock. If a patient requests a bed through any of the channels, and is triaged once on CHBMS - everyone else on the system and the patient themselves will be able to see their queue position. This is one of the most significant moves towards bringing in maximum transparency and accountability into the bed management.

- Chief Commissioner, BBMP