



# COVID-19

CORONAVIRUS DISEASE

**PORTEA**  
HEAL AT HOME

Home Isolation Program- Story so far

# PORTEA stepping up for COVID challenge

**12000+** Patients On-boarded   **4000+** Doctor Tele consultations   **8000+** Daily follow up calls   **4000+** discharged   **3% hospital transfers**

## Key Challenges for the Government



**Increasing volume, limited resources, High spend:** Less isolation wards, medical staff, High cost of treatment



**Better Health Outcomes:** Ensuring Timely intervention and tracking



**Increasing stress, fear and anxiety** among patients

## Our Approach



Assisting government in **optimal utilization of resources**: Managing 40% of the Active cases at Home (Delhi and Chennai)



**Ensuring Timely Intervention:** Daily monitoring of vitals and symptoms, signposted to a Doctor  
Complete patient journey data for tracking



**Patient awareness and education :** Isolation techniques at Home, sanitization methods

# Patient Testimonials

## DELHI

"Your support in this situation is highly appreciable. You are doing a very good Job! Thank you very much".

*Patient, Id- DCH838008, Delhi*

"Thank you very much for guiding us on a daily basis. I am really proud of you guys and very much grateful for your support. I feel that the words are not enough to appreciate your efforts in the present situation

*Patient, Id- DCH826788, Delhi*

"Thank you very much for guiding us on a daily basis and also I would like to thank our honourable Chief Minister for taking care of us very well at this situation. You guys are really doing a good job!

*Patient, Id DCH827739, Delhi*

## CHENNAI

"I wish to convey my gratitude to the entire corporation team, visiting to sanitize, Doctor's and the team who were calling – You guys are really doing an Amazing and commendable job. God Bless you all"

*- Patient, Id CHE831715, Chennai*

"I feel very happy receiving the call and appreciate the struggle which you all are taking for the sake of people's good health. I will cooperate and it is my responsibility to answer all the questions"

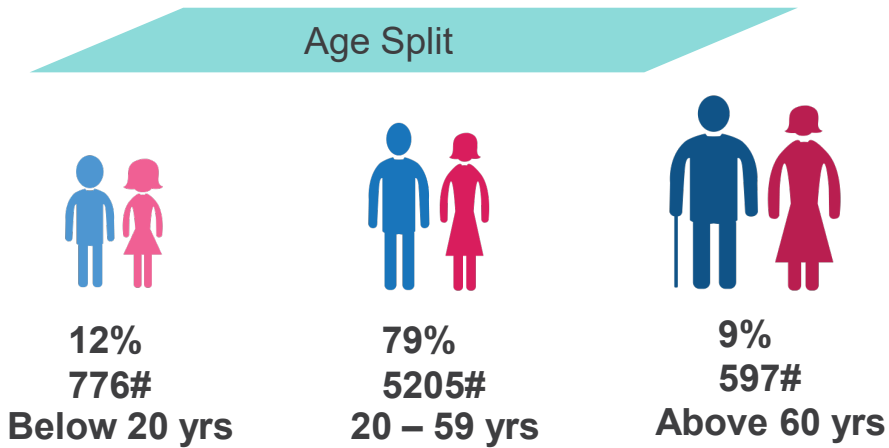
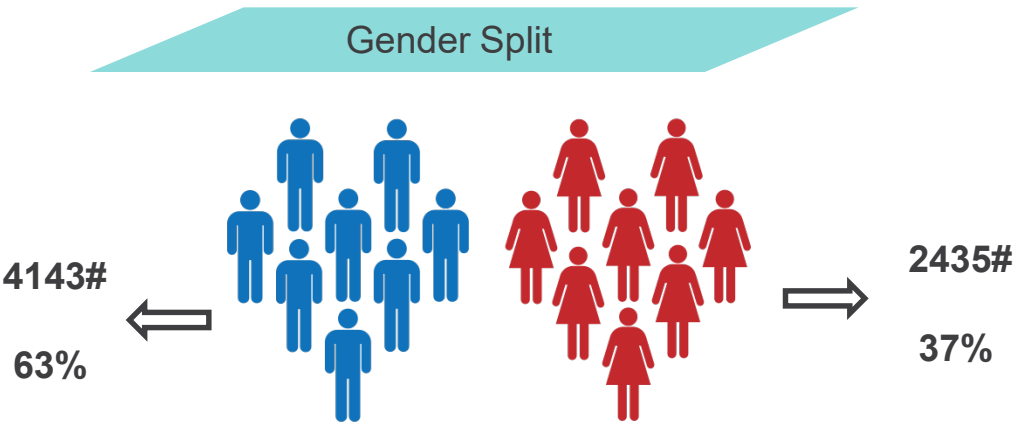
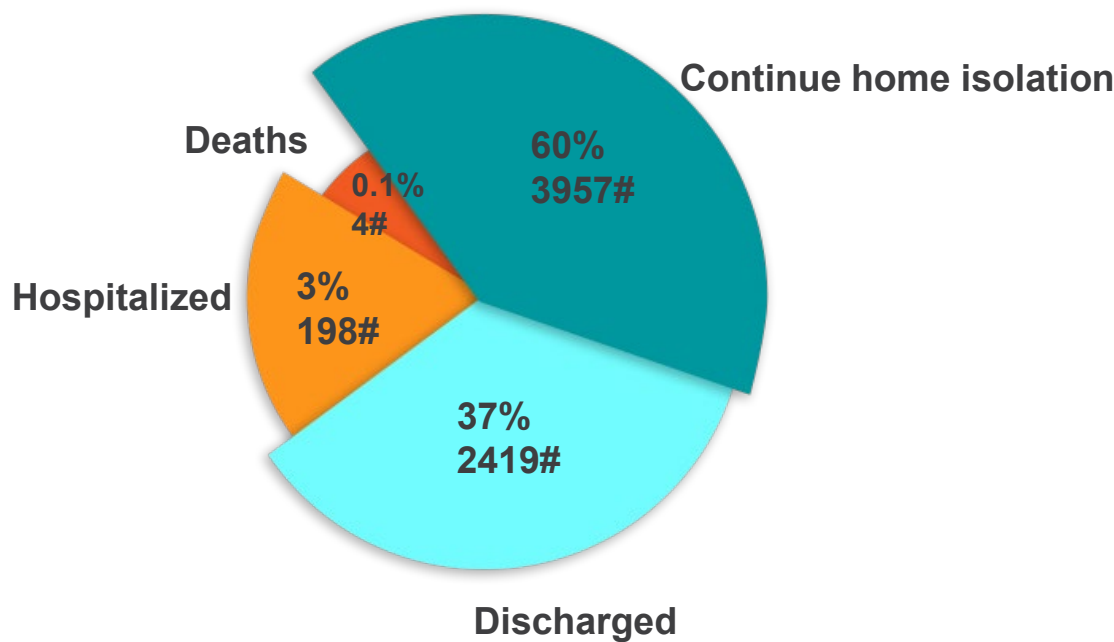
*Patient, Id CHE832341, Chennai*

"It's really very nice talking to you and I felt that I was speaking to a Doctor by hearing your positive speech. Thank you very much for your support"

*-Patient, Id CHE830732, Chennai*

# Home Management of COVID-19 Patients

Total 6578 Home Isolation Patients





# Now, home packages on offer for 'mild' patients

From medical kits to dedicated nurses, various facilities rolled out for those who don't need hospitalisation

JYOTI SHELAR  
MUMBAI

With home isolation for mild and asymptomatic COVID-19 patients becoming the new norm, healthcare providers are innovating with special packages that offer medical care kits, video consultations with doctors and nurses and even diet plans during the quarantine period.

Civic health officials have said nearly 80% of patients have mild or no symptoms, and do not require hospitalisation. "As per the guidelines

no co-morbidities and have enough space in their home to remain quarantined in a separate room can consult their physicians while being under home isolation," said an official.

Some patients may develop serious manifestations of the infection due to undiagnosed underlying ailments.

"The patients who are advised home isolation need a sense of security. It calms them down if they are under some kind of clinical supervision," said Dr. Tarang Gian-

Foundation Hospital, which has launched home care packages in Mumbai starting at ₹375 per day. "We offered the services to a few patients and got good feedback. Patients get to talk to the doctors on video chat, and nurses and paramedics are also available for video consultation," she said.

Many hospitals in Delhi have started similar services. For example, Max Healthcare has started offering the service at ₹333 per day, including a medical kit consist-

saturation. The facility has even offered an 'on-site' package, which consists of a dedicated nurse at home.

Home healthcare provider Portea Medical has started offering such services in Chennai and Delhi. "All patients under home isolation are monitored remotely through a comprehensive tracking system involving government doctors and experts from Portea for the entire mandated isolation period of 14 days in Chennai and 17 days in New Delhi," said chief executive officer Meena Ganesh.



Comfort zone: Health officials put a home quarantine stamp on a patient's hand after thermal screening. \*FILE PHOTO

THE HINDU

*The increasing demand for at-home home management of mild and asymptomatic COVID-19 cases in cities like Delhi, Mumbai and Chennai and how Portea is helping meet this in partnership with the State authorities.*

hindustan  
times

## Home isolation cases monitored from a distance

Anonna Dutt and Abhishek Dey

■ letters@hindustantimes.com

**NEW DELHI:** Around 100 people armed with a phone—most sitting in the comfort of their homes in Bangalore—are helping the Delhi government monitor the health of around 9,500 Covid-19 patients who are presently in home isolation in the capital.

With the rising number of Covid-19 cases in Delhi, the Union health ministry came up with guidelines for home isolation at the end of April. The challenge was to ensure that the symptoms of the patients confined to their homes did not worsen.

Initially, district officials

called those under home isolation in their areas each day to check on their health. To ease their workload, the Delhi government contracted the Bangalore-based home health care company Portea Medical on April 30.

Once a person tests positive, a two-member district health team visits him or her at home to check their symptoms and the facilities available for home isolation.

"Once we get the numbers of the people who have been advised home isolation, our team calls them to check their symptoms—whether they have fever, any uneasiness, who all are living with them. After that, our team calls them up once every day to

check how they are doing," said Meena Ganesh, chief executive officer of Portea.

The dos and don'ts are communicated over the telephone during the first two days.

"It is essential to thoroughly explain these things to each patient and the caregiver. There can be queries. For instance, the caregiver has to take the antimalarial drug hydroxychloroquine—400 mg twice a day on day 1 followed by one tablet every week for three weeks. Most people do not know about the dosage. They need to be explained in an organised way—like the way a doctor usually does when medicines are prescribed," a Delhi government

official said.

The patients are provided a number on which they can call in case they have any problems.

"When we receive a call from the patients, there are two things that we can do. One, we can provide consultation from a Delhi government-empanelled doctor on our portal. The doctor already has access to the information that we have collected over the days. Two, if the doctor thinks that there is a need for intervention, then the team gets in touch with the health officials in Delhi," Ganesh said.

They coordinate with the district surveillance teams and medical staff under the government's

health department to ensure that the patient is moved to a hospital.

"From what we have seen so far, only about 7% of those who have been put under home isolation need to be moved to a hospital. The rest can recover on their own at home," Ganesh said.

The team follows the person who tests positive for the coronavirus for 17 days of home isolation, after which they are considered to have recovered.

Delhi health minister Satyendar Jain on Thursday again urged people with mild symptoms to stay at home so hospital beds may remain free for those with moderate to severe symptoms in need of hospitalisation.

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**PRESS TRUST OF INDIA**  
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04 JUNE 2020 Last Updated at 7:56 PM | SOURCE: PTI

## Portea Medical partners with Delhi govt for home isolation services for COVID-19 patients



New Delhi, Jun 4 (PTI) Home healthcare provider Portea Medical on Thursday said it has tied up with the Delhi government to provide home isolation services for coronavirus-positive patients.

As more than 80 per cent of COVID-19 patients are asymptomatic or have mild symptoms and do not require hospital care, the company has been helping the state in screening patients for home isolation, Portea Medical said in a statement.

These patients are monitored remotely through a comprehensive tracking system involving government doctors and experts from Portea for the entire mandated isolation period, it added.

The company also submits regular reports on their condition flagging off any health complications, Portea said.

If required, the company arranges for a teleconsultation with Delhi government doctors using its technology platform.

For cases where hospitalisation may be needed, Portea notifies the appropriate government agency for action on the ground, it added.

"We are happy to join hands with the Government of Delhi in the battle against COVID-19," Portea Medical MD and CEO Meena Ganesh said.

At Portea, the company has been leveraging technology to provide end-to-end home healthcare services to customers for over 7 years and has developed the requisite capability and infrastructure at scale. This partnership is an opportunity to utilise this specialisation and help the government manage the crisis with technology as an enabler, she added. PTI AKT HRS

# hindustantimes

## Pvt hospitals offer remote help for isolation at home

**Jayashree Nandi**  
letters@hindustantimes.com

**NEW DELHI:** A number of private hospitals in the national capital region (NCR) have begun care packages for coronavirus disease (Covid-19) patients who are in home isolation, offering remote monitoring by nurses and doctors and medical care kits that will help detect if their condition deteriorates.

The Delhi government has said that Covid-19 positive persons are eligible for home treatment as long as they can isolate themselves and not infect other members of the household, a decision meant to reduce the burden on hospitals as cases rise.

Among the providers of such services are Max Healthcare, Medanta and Fortis. Max's Max@Home services includes a medical kit (with a thermometer and an oxygen saturation metre), daily monitoring of the vitals by a trained nurse twice a day, a tele-review with a doctor every third day as well as home delivery of medicines.

Medanta's Covid-19 home care services are split into basic packages for monitoring or more thorough 'complete covid care' offering that includes a Covid-19 test, N-95 and other masks, gloves, sanitisers, a pulse oximeter, a digital thermometer, a blood pressure machine, a PPE kit, as well as vitals monitoring tools with

built-in critical alert system.

Max has at least 100 patients while Medanta has around 90 patients using their home care services.

Experts welcomed such offerings. "If the patient is suspected clinically but doesn't have any breathing difficulty or pneumonia or any other life-threatening symptoms, the patient should stay home. In fact the patient will get more infections if he or she is in a hospital. These patients should register with a medical facility. A nurse or doctor should be in touch over the phone every day," said Dr Jacob John, professor emeritus and former head of virology at Christian Medical College, Vellore.

According to Medanta's standard protocol for home isolation, warning signs that a patient must report are persistent fever of over 101°F for 72 hours, breathlessness or fast breathing, blood in sputum, confusion, loss of consciousness and altered behaviour or severe abdominal pain with diarrhoea. A pulse rate of more than 110 per min or oxygen saturation of less than 94% is also a cause for concern. "We decide if the patient needs hospitalisation based on these standard parameters," said Dr Sushila Kataria, senior director, internal medicine at Medanta in Gurugram.

A second expert said that it is now crucial to treat mild infections at home. "Complacency is

likely to be more when at home but in Delhi cases are touching 1,000 to 1,500, so where do you have so many beds? Home isolation of those without risk factors and those who are comfortable, eating well, do not have breathlessness should stay home and isolate themselves in a room and use a separate bathroom," said Dr GC Khilnani, PSRI institute of critical and pulmonary and critical and former and head of pulmonary medicine at AIIMS.

Delhi at present has a tie-up with private medical services provider Portea to monitor home isolation cases. If their condition deteriorates, Portea schedules an appointment with a doctor or a Delhi hospital immediately.

In the past month, there have been 7,300 Covid-19 patients who have been monitored by Portea remotely and around 2,000 of them have been discharged, and 200 needed hospitalisation.

"Delhi government doctors choose which patients are asymptomatic or have mild illness and who have the space to be isolated at home. Medication, PPE, diet chart, brochures etc are given by Delhi government. We are in touch with the patients on a daily basis. There is an option for the patient to also call in if his or she is feeling very unwell. So far compliance has been good and patients have responded to calls," said Meena Ganesh, MD and CEO, Portea Medical.

Portea with its years of home healthcare experience and superior technology has joined hands with the Government of Delhi and Greater Chennai Cooperation to provide home isolation services to COVID-19 positive patients in the regions.

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