

“Samarthan”
(Care for Carers)

**Tele Counseling Services for Doctors, Health Care Workers and other
Frontline Workers**

Under the Aegis of Govt. of Delhi for anyone from India

by Delhi Psychiatric Society (DPS)

With Delhi Medical Council (DMC),

Delhi Medical Association (DMA)

Coordinated by IHBAS & State Mental Health Authority (SMHA)

Monday to Saturday 8 AM to 8 PM

Mob.No.9868396802 OR 9868396859

by Senior Expert Psychiatrists

Providing Voluntary Services

Programme Coordinator: Dr. Nimesh G. Desai

SOP for "Samarthan"

- The clerical staff receiving the calls at 9868396802 or 9868396859, will fill up a short datasheet with background details, and then provide the caller the name & contact number for the Expert Resource Person available – as per the time based roster. As far as possible, a photo ID will be obtained from the caller.
- The usual practice will be for a 30 minute session – subject to the decision of the Resource Person.
- Each Session should be reported on a short proforma and compiled.
- The confidentiality and other ethical aspects of the Tele Counseling Services will be followed.
- This service, as of now, will deliver only Tele Counseling Services, and not Tele Consultation Services. As & when, the need is felt by the Resource Persons and/or the caller client, feel the need for treatment, the advice will be for seeking in person consultation at a suitable facility. If situation does not make it feasible for the caller client to seek help in person, IHBAS emergency services available round the clock will be suggested and offered. In case it is required, MMHU Services will be offered.
- In rare instances, if necessary, the risk will be conveyed to the next of kin identified.
- The Programme Coordinators will be responsible for
 - a) training & supervising the clerical staff.
 - b) be available for Tele Counseling session if required.
 - c) coordinate further help seeking for treatment, and information to next of kin & MMHU services.

“CARE for the CARERS PROGRAMME”

Tele Helpline Services to support and counseling for Doctors and other Health Care Professionals

The need for providing care for the carers includes support and Counselling Services for Doctors and other health care professionals for the current Corona Virus Epidemic Crisis, since they are the front line workers for the epidemic. The Expert Resource persons are senior experienced psychiatrists who have agreed to provide counseling services for the doctors and the health professionals.

The broad framework of the programme is as noted below:

The initiation and the request for this service will be Voluntary on part of the doctor or the health professional. The “request” for counseling session will be made on a short request on Whatsapp or SMS with essential details.

The co-ordination will be at the IHBAS/SMHA office wherein the concerned staff colleagues will direct the client to the Expert Resource Persons available on the identified mobile number, mostly as per prearranged roster. The client caller can avail of telephone conversation or video conferencing, as per convenience and feasibility.

The content of the session will be confidential except for a very brief report of each session to be made by the Expert Resource Persons, and to be compiled at the SMHA office.

The Legal liability of the concerned Expert Resource Person or the SMHA and the Government will be limited to the Tele Counseling Session, and the advice provided therein.

In some instances of suicide risk behaviour or behaviour suggestive of threat to others’ safety, or public safety, the client will be clearly advised to seek mental health professional help in person at his/her location.

In rare instances of the Resource Person not being able to convince the client of such help seeking, and the risk is perceived as significant, the Resource Person will be at liberty to suggest that such information about the risk, be passed on to the next of kin of the client or the employer. If at all so required, help will be sought from the local police as per law.

This Programme is by the Government of Delhi, State Mental Health Authority (SMHA) and IHBAS as the lead partner, and the Delhi Medical Council (DMC), Delhi Medical Association (DMA) and Delhi Psychiatric Society (DPS)

Programme Directors

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Dr. Vijender Singh, Assoc. Prof. of Psychiatry, IHBAS
Dr. Manoj Kumar, Asst. Prof. of Psychiatry, IHBAS

Request for Tele Counseling

Name: _____ Age: _____

Place (State/District): _____

Profession: Doctor/Nurse/Other (please specify) _____

Mobile Number: _____

Name of the Kin: _____

Mobile Number : _____

OR

Name of the Employer: _____

Mobile Number : _____

Expert Resource Person allotted _____

Dated _____ Time Slot _____