

HACC Won Gold Award of Maharashtra State e-Governance Award - 2013





The Health Advice Call Center is established and operated by National Health Mission, Public Health Dept. Govt. of Maharashtra through Toll Free No. 104. This call center provides updated Health information, Medical and specialty advice to public health personnel (such as:- ASHAs , ANMs, AWWs, Lab Technicians, Pharmacists, Health Assistant, Medical officers, RBSK staff) across Maharashtra.

This Service enables public health personnel for better diagnose, treat and refer the patients, it has capacitated Health Care provider. Inside the call center trained paramedics and specialist doctors respond to calls using a call- center application which uses 800 + medically validated algorithms to address health issue.

The call center handles about 1200 to 1500 calls per day. Till now 6,95,904 calls have been processed.

The project has received e - India Award 2012 for "Most Innovative PPP Initiative"