

Accessing Health Information on A Click: National Health Portal in India – A Review Study - 2017



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Abstract

The Information technology is impacting all the spheres of human activities directly or indirectly. The health education is single variable which affects the health status of a society. The health education can be revolutionized by Information Technology. Universal Health Coverage, a portal launched by World Health organization in 2016 is intended to serve global purpose of healthcare information communication and dissemination for its 195 member states. Many countries have launched health portals like Health clubs' in Singapore & Community Health portal in Africa previously. National health Portal (NHP) is a web-based platform launched two and half years back on November 14, 2014 under the digital India campaign by Government of India (GOI). NHP offers single point of access for health care related information for citizens of India. Many state health portals in India are linked to NHP. Approximately thirty private health portals are operating in India independent of NHP at present. The purpose of this study is to review the NHP and the various services attached to it. Moreover, this exploratory study which outlines the details of each construct of NHP and its contemporary relevance.

Keywords: National Health Portal (NHP), Mobile Health Apps.

Introduction

Globally, many countries have launched Health portals for health education and other purposes. National Health Portal (NHP) in India was set up by Ministry of health and family welfare & GOI in 2014 for providing the health related information and related augmented services on a click. National Institute of Health and Family Welfare have deployed Centre of Health Informatics to be the secretariat and the responsible body for the managing the activities of National Health Portal. The website based portal can be accessed through internet by computer devices like desktop, laptops, tablets etc. The mobile apps of NHP can be accessed through android based mobile smart phones throughout India including remote and inaccessible territories. Information on diseases, health services, health programs, healthy lifestyles, health insurance schemes, various healthcare innovations, & health news update is available on NHP. National Health Portal stands with a unified mission to poise a single source for all health care delivery services for citizens of India. NHP facilitates the M-Health, telemedicine centers, remote medical services and health widgets. Information available on National Health Portal can be fetched by user in Hindi, Gujarati, Bengali, Tamil and English language. The portal is updated regularly to make it more useful and customer friendly.

Review of Literature

WHO 2016, on December 12th2016, at Universal Health Coverage Day, WHO decided to launch a universal health data portal to seek universal health coverage (UHC) for 195 member states. Health UHC focuses to provide accurate health information for improving the access of the user for various available health care services. Emphasis is done world government that by 2030 UHC should be included in sustainable development goal set by UN. This portal helps to set a link between the access to the health care services and amount spend by most of the member state over the management of such services. With an optimum financial input UHC enable the countries to set up easy and safe access to essential medicines and vaccines. As per the current status 400 million people across the world lack access to needed health care services, due to over expense for health care services 100 million people around the world under poverty and 150 million people suffer financial slash. UHC fills the

gap which is existing for requirement for health care workforce currently existing and actually required, over UHC can play a vital role by slashing it down by 32%.

In Danik Bhaskar newspaper, some of the Mobile application of National Health Portal was advertised under the banner of Prime Minister Narendra Modi Digital India Campaign.

Kilkari

Through audio clips for providing proper education and awareness regarding the antenatal, prenatal and postnatal care. Services are launched at P, Jharkhand, Odisha, Rajasthan, Uttrakhand and Uttar Pradesh.

TB Helpline

Toll free helpline number (1800-11-6666) for gathering information about Tuberculosis (TB). Individual can access the service by putting a missed call. Services are launched at Punjab, Haryana, Chandigarh and Delhi. Mobile Academy: Remotely an individual can access the information regarding the health of mother and infants. The basic aim of the service is to educate ASHA health care workers to have a better understanding and accordingly sharing the same to prospect in their area.

M-Cessation

An initiative taken for generating awareness against tobacco intake and controlling the rate of tobacco consumers in India. Individual can access the service by giving a missed call over the toll free number(011 22901701) or registering oneself at the given (11), after which the understanding about the consequences of tobacco intake can be given to them through text messages in Hindi and English language.

NHP Health Directory Services

This app provides complete listing of hospitals and blood banks as per the locality and current geographical position. One can search the details as per the facility and location and it works offline also.

Origin of National Health Portal (2013-14)

Healthcare Information and Management Systems Society (HIMSS) Asia Pacific is a governing body focused to achieve an enhanced health care services with properly managing health information with intervention of Information technology (Shirodkar, S, 2013). In their India chapter of roundtable conference, June 2013, they emphasized over a concrete setup of National Health Portal (NHP) as a single point of source for health services in rural and urban India. They analyzed that healthcare services need to redefine because 330 million Indian were accorded to live under poverty line and 300 million are illiterate while the access of rural India to internet is only 1%. The major objectives to launch National Health Portal in India enhancing the health literacy, access to health services and creating strengthen health based awareness about disease prevention. Boosting the Indian digital health, NHP can address the dynamic demand and supply. HIMSS in the conference highlighted the point that the using such digitized health portal it is important that its acceptability to each citizen must be ensured, which can only be achieved by integration of the health care

services with newer mobile apps technology (First post, 2015).

Health Hub- Health Portal at Singapore

Health Hub constitute the Singapore first health portal and mobile application services which allows the patients to acquire health based information and avail faster m-health services. It is an initiative laid down by Ministry of health and Health Promotion Board to provide one stop health solution for the citizens of Singapore. Patients can either access to www.healthhub.sg or download the free mobile applications form Google Play store or Apple APP store. With an enhanced citizen focused health record database, Health Hub portal encourages the adoption of healthy lifestyle and better health related awareness among each citizen in order to establish an effective and responsible personal health care management. According to Ministry of Health's Chief Information Officer, Mr. Bruce Liang, with strengthened internet facility and increasing mobile application intervention in Singapore, their lies a high probability of accessibility of Health Hub for acting as a "digital companion", developing a sense of self ownership for one's health management. Some of the unique services provided by the Health Hub are (Ministry of Health, Singapore 2015, website).

Health Logins

Citizens are provided with Unique Login Id - SingPass login which allows to access their all health related information. Parents can view their children immunization and vaccination records, dental history and related documents. Through personalized logins patients can receive the copy of their hospital documents such as lab reports, appointments and discharge summary.

Health Deals

It allows the citizens of Singapore to avail health deals getting registered with various fitness, wellness and recreational centers to access and share the health based articles. Such participation benefits them with new information every time and motivates them with earning of health reward points, which are redeemable at grocery stores as discount vouchers. **Directory Services:** A centralized access to list of hospitals including the locations of polyclinics, healthier food outlets and sports facilities. (Ministry of Health, Singapore 2015, website)

MEDITECH, EHR for New Healthcare-Health Portal at South Africa

MEDITECH, EHR for New Healthcare is a health portal developed by MEDITECH South Africa Pvt Ltd. improvising the care management activities for the users. It helps the patients and users to interact with healthcare service providers and personnel and an easy access to lab test result, information about the discharge and appointment schedule charter. Portal exhibits high level of accuracy, safety of patient's information and decrease patient duplicity. Users can frame out proper plans and routine for their out-patient visit, physiotherapy and home care sessions. Various services offered by the Portal are: Various Hospitals can access their services by adopting an integrated model of Electronic Health Design (EHR) focusing over intra-departments

communication, smooth operational flow and security of patient related information. It enables to streamline the operational flow between patient data doctors, nurses, scheduler, finance and supporting staff for a given hospital. *Unified EHR* for all sort of medical practices, as this solution enables doctors, physicians, hospitals, home care providers, nurses to know about the patient through single Electronic Health record. It enables to share information between healthcare service provider and thus increasing the effectiveness of the treatment of healthcare service. With Home care management solution, all the operation such appointment management, order placement, billing, medicine documentation, past treatment history and emergency services whenever needed are streamlined in a better way.

HEALTH- Health Portal at Sri-Lanka

An initiative laid down by Government of Sri-Lanka in 2013, to provide portal which comprise a holistic access to the citizens in regards to their required healthcare needs. It is managed by Ministry of health, nutrition and indigenous medicine. It provide a complete view of Ayurveda system of medicine for the users, very well categorized in providing a detailed information about herbal garden, hospitals, Ayurveda departments and various development programs. Personalized wellbeing section is designed to provide

Comparison of Health Data portals

Parameters	NHP (India)	Health hub (Singapore)	Meditech (South Africa)	Health portal (Sri Lanka)	Health Prior 21 (Bangladesh)
Local health topics	Symptoms wise information	A-Z glossary	NA	Healthy Lifestyle	Health Tip- topic wise
Travel Health		Traveller Survival Guide	Travel Health	NA	Traveler's Guide
Directory services	Available	Directory	Hospitals, Small term and long term	Hospital	Doctors Directory, Hospitals, diagnostic centers, Rehabilitation centre, NGO's
Professional Enhancements	Professionals forums and career options	NA	NA	NA	NA
Aryurveda	Available	NA	NA	NA	NA
24x7 toll free	Available	Contact center	General enquiry number	General enquiry number	Available
Logins	Online registration services to access network of hospitals	MYHEALTH-Sinpass logins	NA	Web systems - Web Mail	e-record repository / e-prescriptions -sign in
MHealth	Mobile Applications	Web and Mobile Health Apps	NA	NA	NA
Health Policies	Health Policies	Deals- Health Hub Merchants		Public, policies and Plan	NA
Electronic Health Records	NA	Available	Available	Available	Available
Blood Banks	Available	Available	NA	Available	Available

Source: From various portal websites

information about Healthy lifestyle, immunization and vaccine information about infants, maternal care and prenatal care and proper oral health care. They also provide information about public health care programs and epidemic alerts and its precautionary measures. Being the favored destination for tourist a complete new and innovative feature of travelers healthcare guide have been incorporated over ports and other tourist locations. They also provide complete list of public and private hospitals. (MoH-Srilanka, website)

Health prior 21- Health Portal at Bangladesh

Under the guidance of Dr. Rubaiul Murshed and technological assistance of Upload Yourself Systems Ltd, the Health prior 21 health portal have been laid down with a mission to provide Asia's first health care solution portal, enabling user to access to various health care initiatives and setting up a sound doctor and patient management system. At this portal user can access to vast directory for emergency services, medical consultants, doctors, hospitals, diagnostic centers, pharmacist, NGO's, blood banks and rehabilitation centers. It also provide healthcare tips and suggestion related various daily lifestyle health issues and separate health based e-store. User can also register his or her details for signing in for an electronic health record entry. (Health Prior 21, website)

The authors could not find any previous research paper on this subject.

Research Methodology

This is a secondary data based descriptive study on National Health Portal in India. The sources of data would be the related books, internet, project reports of various agencies, programs and applications in mobile devices etc. tables and charts based on secondary data will be drawn with help of MS- office

Aim of the Study

1. To study health care services of National Health Portal in India
2. To define the quantum of National Health Portal in Indian Health care services

Observations

A. Salient Features of NHP

National Health Portal has following modules:

Health Lifestyles

It emphasize that daily lifestyle dimensions like eating, sleeping and physical fitness stands very important for healthy living. To prevent disease control it is important to maintain balanced physical, mental and social content. This segment creates healthy lifestyles awareness for women, adolescent, alcohol consumer, pregnancy care, nutritional check. Oral health and general health management. NHP provides various links under each segment to create web based awareness about the various diseases caused by improper lifestyles. Such health informative links includes heads such as Introduction, causes and symptoms, diagnosis tests and prevention techniques.

Disease / Conditions Information

This section provides end to end information about all types diseases under a alphabetic flow, drugs related details with externally linked pharmacist store locator (store locator is outsourced to Medibox Technologies LLP, Bangalore), externally linked interactive tutorials, public health alerts and First aids health related question and answers.

Directory Services and Regulations

It includes all regulatory processes and bodies attached to health care services in India. Proper linkage is provided for various committees, health policies and protocols, Government laws and acts, redressals mechanism and insurance schemes.

Professional Enhancements

It incorporates various professional forums, career options and resources adding up to build up strengthened health care delivery services. It also denotes the electronic health care standards need to be followed and taken care by hospitals and nursing home with various web based links constituting digital health learning modules.

AYUSH

Focusing the homeopathy segment of Indian Health care services, this segment covers Aryurvedic, Yoga & Naturopathy, Unani and Siddha through various web based links.

24x7 Toll Free

A voice web helpline number (1800-180-1104) facility provided for the faster access to health related information like various public health

programs, Health insurance details, Healthy lifestyle tips and road safety tips.

Online Registration System (ORS)

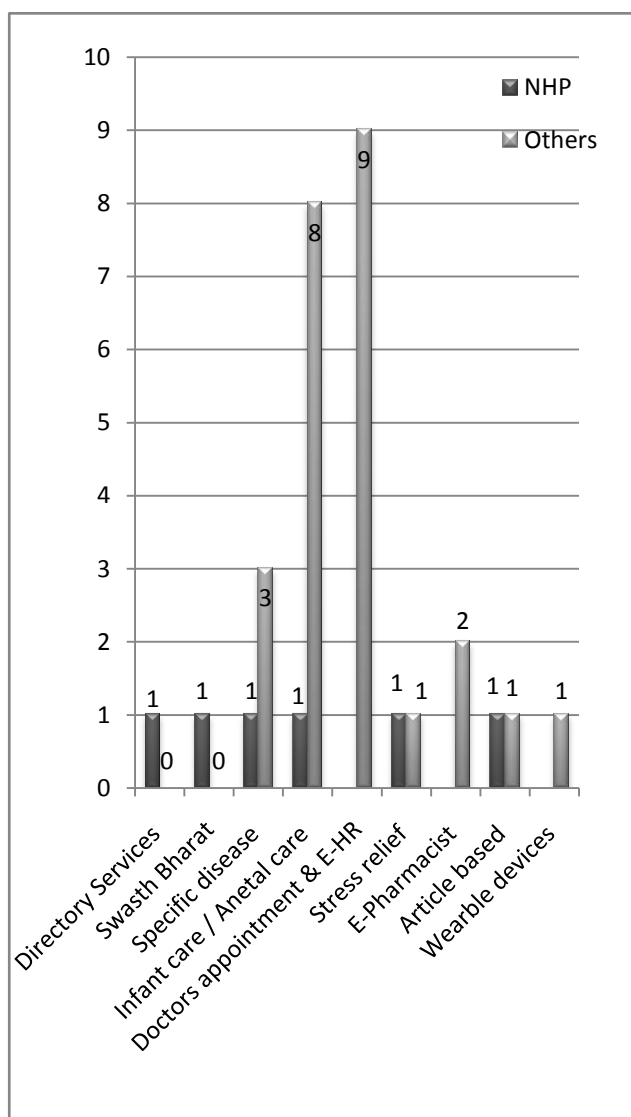
An E-Hospital application hosted over the cloud services of National Informatics Centre (NIC) allows an easy access to network of hospitals across the country. ORS provides online hospital registration for the patients by linking their identity with unique aadhar card number and issuing them Unique Health Identification Number (UHID). ORS links with e-KYC data of Aadhar card and allows online based appointment process for patients across various hospitals. Reports can be exported for hospital and appointment registration for new and old patients under location and department head separately.

B. NHP APPLICATIONS

NHP and other related Mobile Apps.

Number of Mobile Application- 31--Number of Mobile apps developed by NHP- 06 and offered through external links- 25. All the Mobile apps available over National health Portal works on Android only.

Chart- showing NHP Related Mobile Apps



Conclusion

The prime objective to lay down the National Health Portal is to provide adequate health literacy and effective access of Health care services. NHP constitute a complete service width for providing healthcare related information and services at a single point, at one place and through a single point of click over one's personal computer or mobile devices. NHP mobile applications provides a unique health services related user access in both rural and urban India catering both literate and semiliterate users. It provides a contact list for hospitals, blood banks, test labs, pharmacist, and ambulance services. Through NHP mobile apps user can be aware about the various diseases and its respective precautions. NHP caters and allows access to both allopathic and ayurvedic treatment services.

Recommendations

1. Government of India should take proper steps to create awareness about National health Portal and its use among medical and non-medical users in India.
2. Content of NHP should be augmented through inclusions of videos and audios to make it interesting the illiterate people in regional languages.
3. Setting up of kiosks at various primary health centre and sub centers to increase the accessibility for rural people.

Limitation

No research has been done to study and define the health care services provided by National Health Portal in India.

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