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StepOne launches national COVID telemed helpline in India

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Callers can speak to 7000+ doctors on StepOne, from the comfort of their homes, without Internet or a Smartphone



Delhi based StepOne, a non-profit volunteer-driven collective of 7000 doctors, has announced a National COVID Telemed Helpline, offering inclusive and 24x7 access to Healthcare experts to citizens of India, free of cost. The helpline, +91-9745697456, is now live for citizens across the country living in the shadow of the rising pandemic. The helpline will provide TeleMed services under COVID related, mental help and video consultation for non-COVID related cases.

Callers can share the basis of their symptoms which, if required, a doctor would call back and guide them on the next steps. StepOne has also come up with a web-based tele-screening bot that interacts with citizens who wish to share their symptoms and passes the information to a doctor based on the symptoms. It has also come up with a mental health helpline providing counseling to citizens for expressing their issues for appropriate resolutions.

For the next phase of expanding its services, StepOne plans to launch a mobile app for citizens of the country to share their symptoms with a doctor remotely for e-consultation and free of charge. It has introduced and launched "Isolation Monitoring" services across 4 states to monitor citizens who have been recommended quarantine and if they are following the given protocols.