



**GOVERNMENT OF KERALA**

**Abstract**

Health And Family Welfare Department -State Digital Health Mission (eHealth Kerala) - integration with Ayushman Bharath Digital Mission (ABDM) – Approved - orders issued

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**HEALTH & FAMILY WELFARE (P) DEPARTMENT**

G.O.(Ms)No.188/2022/H&FWD Dated,Thiruvananthapuram, 02-10-2022

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- Read 1) Letter No. S12019/121/2021-NDHM dated 1.10.2021  
2) G.O(Rt) No. 2828/2021/H&FWD dated 16.12.2021  
3) Minutes of the meeting held by Minister,Health&Family Welfare on 16.06.2022  
4) Letter No. eHK/67/2021- OA dated 11.08.2022 from the Project Director e Health

**ORDER**

Ayushman Bharat Digital Mission (ABDM) was launched across the country by the Hon'ble Prime Minister on 27-09-2021 to support the country's integrated digital health infrastructure. The Ayushman Bharat Digital Mission (ABDM) aims to develop the backbone necessary to support this integrated digital health infrastructure. It will bridge the existing gap among different healthcare ecosystem stakeholders by providing an integrated digital platform.

As per the letter read as 1st paper above National Health Authority have issued detailed Guidelines for setting up of State office for Ayushman Bharat Digital Mission.As per Government order read above Government have designated e Health Project Management Unit,Kerala as the State Digital Health Mission for leading the activities in respect of the Digital Health Mission, in accordance with the existing Guidelines for the same.

The Project Director, e Health as per letter read as 4th above, has furnished a detailed proposal for implementation of ABDM activities in the state. **Components Of ABDM** are

**1. ABHA Number:-** Citizens who wish to obtain their health records digitally through the ABDM platform can create an Ayushman Bharath Health Account (ABHA) number. ABHA number can be then linked with the second component of ABDM named as Personal Health Record-System (PHR).

**2. Personal Health Record (PHR):** - Personal Health Record (PHR) will enable an individual to manage information about his or her health record by creating an ABHA address. Citizens can login to the PHR system using the ABHA address to get a longitudinal view of their health records, which comprise treatment details, lab reports, pharmacy prescriptions, discharge summaries, etc. across multiple health facilities that have integrated their internal EMR system with the ABDMPHR platform.

**3. Healthcare Professionals Registry (HPR):-** Intended to build a comprehensive repository of verified healthcare professionals involved in healthcare service, both in modern and traditional systems of medicine.

**4. Health Facility Registry (HFR):-** Intended to build a comprehensive repository of verified health facilities of the nation across the different systems of medicine and includes both public and private healthcare facilities. All healthcare facilities like government hospitals, private hospitals, diagnostic centers, clinics, medical centers, pharmacies, blood banks, etc. can onboard to the HFR system.

Government have examined the proposal in detail and are pleased to issue the following orders for the effective implementation

of ABDM in the State.

1) Sanction is accorded to roll out Ayushman Bharat Digital Mission (ABDM) in the State. The Project Director, eHealth Kerala shall also act as the State Mission Director (SMD), State Digital Health Mission (SDHM), and lead the implementation and rollout of ABDM in the state.

2) Sanction is accorded to constitute a Project Management Unit (PMU) in the State Digital Health Mission with three divisions as follows and State Mission Director, State Digital Health Mission is entrusted to recruit the personnel in the PMU through transparent process.

<b>IT Division</b>		
<b>Designations</b>	<b>Mode Of Recruitment</b>	<b>No Of Posts</b>
Joint Director (IT)	On Deputation/ Contract	1
Project Manager	On Contract	1
HMIS Manager	On Contract	1
Information Security officer	On Contract	1
Business Analyst	On Contract	2
MIS/Data Analyst	On Contract	2
<b>Coordination Division</b>		
<b>Designations</b>	<b>Mode of recruitment</b>	<b>No. of posts</b>
Joint Director (Coordination)	On Deputation/ Contract	1

Capacity building officer	On Deputation from Indian Systems of Medicine	1
Capacity building officer	On Deputation from Homoeo Department	1
Project coordinators (District project engineers for implementation)	On contract	5
<b>Admin &amp; Support Division</b>		
<b>Designations</b>	<b>Mode Of Recruitment</b>	<b>No Of Posts</b>
Joint Director (Admin & Support)	On Deputation/ Contract	1
Grievance Redressal officer	On Contract	1
Implementation Support	On Contract	1
Project coordinators (software developers to assist implementation)	On Contract	4

Roles and responsibilities of ABDM PMU Members are annexed as Annexure I to this order.

3) Additional Project Director eHealth is also designated as State Nodal Officer to be function as executive Head at State level

4) eHealth nodal officers at District level will be the nodal officer for ABDM at District level.

5) All Heads of Departments and the following Councils shall nominate sufficient number of State Verifiers in their offices for verification of HPR data.

A) Kerala State Medical Council

B) Kerala Nurses and Midwives Council

C) Kerala State Pharmacy Council

D) Kerala State Dental Council

E) Kerala State Allied & Health Care Council

6) District Nodal Officers in consultation with District Committees shall engage sufficient number of District Verifiers in their offices for verifying the HFR data.

7) A State Level Committee is constituted with the members as follows for monitoring the state level roll-out activities.

a) Principal Secretary, Health and Chairman SDHM -Chairman

- b) State Mission Director - SDHM -Convenor
  - c) State Mission Director-National Health Mission
  - d) State Mission Director-National Ayush Mission
  - e) Director of Health Services
  - f) Director of Medical Education
  - g) State Nodal Officer
  - h) Director, ISM
  - i) Director, Homoeo
  - j) Joint Directors of ABDM PMU
- 8) District level Committees are constituted in all Districts with the composition as follows to monitor the activities of ABDM at District level
- a) District Collector(Chairman)
  - b) District Medical Officers from all categories of Medicines
  - c) Principal of Medical Colleges
  - d) eHealth District Level Nodal Officer
  - e) Representatives from professional bodies.
- 9)Steps for on boarding to the Health Facility Registry(HFR), and Health Professional Registry (HPR) are approved and annexed as per the Annexure II of this order.

The salary and other expenses of the ABDM PMU shall be met from the fund provided for the purpose by Government of India.

(By order of the Governor)  
TINKU BISWAL  
PRINCIPAL SECRETARY

To:

Project Director, eHealth , Thiruvananthapuram

All District Collectors

All Head of Departments/Institutions

State Mission Director,National Health Mission,Thiruvananthapuram

Executive Director,National Ayush Mission, Thiruvananthapuram

Director of Health Services

Director of Medical Education

Director, Indian Systems of Medicine

Director, Homeopathy

Registrar,Kerala State Medical Council

Registrar,Kerala Nurses and Midwives Council  
Registrar,Kerala State Pharmacy Council  
Registrar ,Kerala State Dental Council  
Secretary,Kerala State Allied &Health Care Council  
The Principal Accountant General (Audit), Kerala,  
Thiruvananthapuram  
The Accountant General (A&E), Kerala, Thiruvananthapuram  
General Administration (Co-ordination) Department  
Information & Public Relations (Web & New Media) Department (to  
publish in the website)  
Stock file/ O.C

Forwarded /By order

Signed by P K Santhosh

Date: 03-10-2022 12:24:52  
Section Officer

# ANNEXURE - 1

## Roles And Responsibilities Of ABDM PMU Members

### Joint Director (Digital Health/IT) Responsibilities:

- Identify gaps in IT infrastructure, internet connectivity, software systems in healthcare facilities.
- Initiate provisioning of missing IT components to ensure readiness for ABDM adoption.
- Drive adoption of EMR systems across different health facilities (and thus drive the digitization of patient healthcare)
- Ensure adherence to protocols for security requirements, privacy, confidentiality, and consent as a service.
- Coordinate with ABDM's, Chief Information Security Officer (CISO) to ensure compliance with ABDM Information Security Policy.
- Support in adoption, help resolution of any IT related problems.
- Drive integration of HMIS and public health programs with ABDM.
- Support in adoption, help resolution of any IT related problems ensure cyber security and disaster recovery.
- Any other task as may be given by State Mission Director ABDM.

### Project Manager Responsibilities:

- Determine and define project scope and objectives
- Develop and manage a detailed project schedule and work plan
- Responsible for end-to-end project deliveries for the given vertical (Scope, estimation, planning, UAT, implementation and production)
- Provide project updates on a consistent basis to various stakeholders both national and state level about strategy, adjustments, and progress
- Establish and maintain Project Management Standards.
- Develop Business Cases and perform Benefit Analysis.
- Any other responsibility as assigned by the management.

### HMIS Manager Responsibilities:

- Responsible for providing assistance in selection, design-elicitation, implementation, support, and organizing training for HMIS.
- Drive adoption of HMIS/EMR in the state.
- Vendor Contract management.
- Any other responsibility as assigned by the management

### Information Security Officer Responsibilities:

- Assist in designing functional, technical, integration requirements for new / existing applications to meet security and privacy standards of ABDM. Review security frameworks and processes.
- Work closely with experts / advisors to deliver security / privacy outcomes that are in-line with NHA expectations.

**Business Analyst Responsibilities:**

- Work with industry leaders and clinicians and be part of the digital health care transformation journey
- Gather and document requirements and business processes (workflows) as they pertain to application of work principles and practices supporting digital health delivery
- Provide end-user training for each of the solutions under ABDM
- Knowledge of operations in the health care industry and a strong understanding of business processes.
- Work with teams and direct an organized work effort. Competent to work on analytic assignments.
- Work under deadlines and heavy workloads.
- Identify trends and produce forecasts.

**MIS/Data Analyst Responsibilities:**

- Documenting workflow processes and decision trees and create operational documentation.
- Writing the business requirement documentation including overall solution, data definition, process flows, interfaces, product configurations, support tools and processes, reports and other special considerations.
- Knowledge of EHRs and other healthcare information exchange platform
- Knowledge of healthcare regulatory mandates and reporting requirements.
- Understand clinical nonclinical relational databases and large clinical nonclinical data structures.
- Preparing reports and monitoring of dashboards.

**Joint Director (Coordination) Responsibilities:**

- Facilitate population of various ABDM registries managed by ABDM at National level
- Work closely with Nodal Officer, ABDM, Stakeholders and Partner hospitals smooth implementation of the program.
- Manage the entire Project Management Life Cycle for assigned projects and programs.
- Develop and present strategic project plans and status reports to all parties involved to key stakeholders including executive-level leadership.
- Contribute and share best practices on project management, program management, and ABDM principles and standards.
- Driving day-to-day coordination between multiple healthcare stakeholders & departments
- Monitoring district wise performance of ABDM adoption and compliance requirements, escalating concerns to senior stakeholders as appropriate
- Provide timely implementation guidance to the district teams
- Monitoring district-wise performance of ABDM adoption and compliance requirements, escalating concerns to senior stakeholders as appropriate.



- Help NHA & State Health department/ Nodal Officers of ABDM to organize Training of Trainers, Expert Committee meetings and other meetings and workshops as and when required from time to time.
- To oversee IEC campaigns for ABDM implementation in the State.
- Provide information regarding Parliament Questions/Committees, assurances, VIP references/ RFD from time to time. Any other work assigned by officer's time to time.
- Any other task as may be given by State Mission Director ABDM.

**Project coordinators (DPE ABDM) Responsibilities:**

- Project documentation, such as plans and reports.
- Monitoring and evaluation of project deliverables.
- Relationship management.
- Managing bottlenecks and escalating the same to the management.
- Handholding stakeholders.

**Joint Director (Admin & Support) Responsibilities:**

- Set up Management Information System (MIS) and evolve procedures that are necessary for monitoring the public grievances and their redressal
- Provide adequate escalation channels (e.g., Setup call-center, dedicated email address, web portals, etc.) for logging grievances
- Identify areas of recurring grievances, analyze underlying cases, suggest commissioning of appropriate studies, where necessary, for systemic/ procedural corrections, cause review of policies/procedures which are identified as sources of grievances.
- Regularly inspect grievance machinery in attached/subordinate formations and undertake random sampling with a view to evaluating the quality of disposal of the grievances.
- Take decisions on grievances received.
- Prepare an annual report which would inter-alia, highlight responsiveness and accountability achieved at all levels.
- Provide information regarding Parliament/Assembly Questions/Committees, assurances, VIP references/ RFD from time to time.
- Any other task as may be given by State Nodal Officer ABDM

## ANNEXURE - 2

### Step For Onboarding HFR:

1. Health facilities that intend to onboard onto the HFR platform shall identify a permanent high-level employee and designate as an ABDM nodal person.
2. Designated ABDM nodal person must first register in the HPR platform as a facility manager.
3. After enrolling as a facility manager facility registration form must be filled with all mandatory and optional information.
4. **Facility Manager registration Process**
  - a. Visit <https://facility.abdm.gov.in>
  - b. Sign up for a Healthcare Professional ID by clicking on "To Sign-up as a Facility Manager Click Here".
  - c. Click on the "Generate via Aadhaar" Button (recommended).
  - d. Enter Aadhar Number
  - e. Check the terms and conditions and acknowledge the "I Agree" & "I'm not a robot" options and press submit button
  - f. Verify the AADHAAR OTP (Pre-requisite: AADHAAR must be linked with mobile number)
  - g. Do Mobile verification through OTP verification.
  - h. Profile will be fetched from Aadhaar details.
  - i. Enter Healthcare Professional ID, which will be your user ID for HFR login.
  - j. Healthcare Professional ID and Health professional ID number will be generated with not verified status. Kindly note this ID and number for future transactions.
  - k. After successful creation of facility manager's HPR ID proceed to HFR login to for facility registration.

### 5. HFR registration process:

- a. After creating the Healthcare Professional ID for the facility manager click "Login as Facility Manager".
- b. Enter the facility manager's HPR ID.
- c. Select authentication mode
- d. Enter OTP and password
- e. Click the Login button
- f. After login will be redirected to the "Search and Register" screen.
- g. Select Facility Ownership (Government, Private, Public-Private-Partnership)
- h. Select Facility sub-ownership (Central Government, State Government/UT Administration)
- i. Select the respective Ministry from the "Facility Ownership Subtype" dropdown in the case of Central Government.
- j. Select the "Search using the ID of your health facility registered in ABPMJAY, NIN, State Govt. HMIS, etc." radio button.
- k. Select "National Identification Number (NIN)" from the "Select Database in which your facility is registered" option.

- l. Enter the Facility ID (NIN) in the search box.
  - m. Click on the "Search" button.
  - n. Searched facility details will be displayed.
  - o. Authenticate Facility via OTP, If the contact number is incorrect click on the incorrect details link.
  - p. Fill in the facility manager's information's
  - q. Update facility details present in multiple pages and acknowledge and submit
  - r. The request goes to the district verifier.
6. Once this is done, the respective District Verifier can verify the facility (and the Facility Manager KYC in case DL was used for registration) The district verifier may contact the facility manager for additional information and clarifications if any.
  7. In case the facility manager is changed, it can be transferred to another Facility Manager either from the Facility Manager's dashboard or reassigned for govt. facilities by the District Nodal Officer or State Mission Director.
  8. For Government and private facilities, the registration forms are different and must be filled accordingly

#### **Step For Onboarding Professionals to HPR:**

1. Health professionals who intend to onboard onto the HPR platform shall create an HPR ID using AARHAAR.
2. Fill in the details and upload the relevant document.
3. Submitted requests will be sent for two-level verification simultaneously. State Verifier which verifies the work details and State Council Verifier which verifies certificates and academic details.
4. If the records are genuine the application will be approved. The clarification required will be queried back to the applicant.
5. Health professional registration process:
  - a. Visit <https://hpr.ndhm.gov.in>
  - b. Click on the login/register button
  - c. If already registered in HPR then enter your HPR ID and login
  - d. If not registered click the option "For newuser"
  - e. Click on the "Generate via Aadhaar" Button (recommended).
  - f. Enter Aadhar Number
  - g. Check the terms and conditions and acknowledge the "I Agree" & "I'm not a robot" options and press submit button
  - h. Verify the AADHAAR OTP (Pre-requisite: AADHAAR must be linked with mobile number)
  - i. Do Mobile verification through OTP verification.
  - j. Profile will be fetched from Aadhaar details.
  - k. Enter Healthcare Professional ID, which will be user ID for HPR login.
  - l. Healthcare Professional ID and Health professional ID number will be generated with not verified status. Kindly note this ID and number for future transactions.
  - m. In the case of facility manager HPR, after successful creation of facility manager's HPR ID proceed to HPR login to for facility registration.