



COVID-19 Heroes of UPHC Goverdhan Nagar Jaipur II, Rajasthan

Urban Primary Health Center (UPHC), Goverdhan Nagar, is located in Jaipur II, catering to a population of 34,500 persons. As a part of the 'SCALE Rajasthan' initiative under the public-private partnership (PPP) with the Government of Rajasthan, WISH is transforming the primary healthcare service delivery to better serve the marginalized population.

The outbreak of COVID-19 generated many fears amongst the health workers at the UPHC. They were unsure about managing patient-flow at the facility, unending screenings, field visits, management of resources, etc. The greatest fear that gripped the staff was getting infected and spreading the virus to their respective families.



Though I took all precautionary measures, my greatest fear was infecting my family members with the deadly virus because I serve all kinds of patients at the facility.

Rekha, ANM, Goverdhan Nagar UPHC



The technical support from WISH made all the difference. Hand-holding on COVID-19 case-definition guidelines, related training, planning of activities, and provision of Personal Protective Equipment (PPE) brought confidence and lessened the anxieties, which enabled regular community surveillance and screenings, infection control and management, as well as sensitizing the population. Early action and implementation of comprehensive public health measures, such as rapid case identification, rapid testing and isolation of cases, contact tracing, and quarantine were undertaken by the UPHC.



As a GNM, I am so proud that we continue to provide the much-needed essential services to our clients in these difficult times.

Kamal, GNM, UPHC



A mobile OPD was rolled out within the community for screening and creating awareness. Interventions continued at the UPHC with appropriate ongoing modifications under the guidance of the Medical Officer and the WISH team. The team initially screened about 30,000 cases with COVID-19 related symptoms, including a population of over 300,000 screened via community screenings and contact tracing activities. Of these, 3,000 got referred to higher facilities for further treatment.

With the exercise of patience and compassion by the UPHC staff, the community began to appreciate COVID-19 containment efforts and paying heed to practice regular hand sanitization, hygiene, and other practices for infection prevention. Local authorities and community members accorded felicitation to the staff for their note-worthy services during the outbreak.