



Anita Gupta

25, Mumbai, Maharashtra

“I could get quick help whenever I needed, thanks to the Virtual OPD.”

Anita Gupta from Worli, Mumbai registered for the mMitra program at KEM Hospital, and had been listening to the recorded calls all through her second pregnancy. During the course of her pregnancy, she called hospital supervisor Shital Salkar and complained about acidity and a mild headache. The Virtual OPD (V-OPD) doctor deduced that this could be a consequence of high blood pressure and Anita was immediately asked to get her BP checked.

A few days later, Anita called again. She was troubled with her decayed tooth and could not visit the dentist during lockdown. The V-OPD doctor recommended a simple remedy of using a hot water bag for some relief. Anita followed the advice and instantly felt better.

Soon in a few days, she called complaining of vomiting and a severe stomach ache. She was advised to call the ambulance and rush to KEM Hospital but the hospital sent her back home since she was not close to her due date. By afternoon, Anita's condition had worsened. She was unable to even drink water without throwing up. Anita's husband was reluctant to go back to the hospital after they had been turned away in the morning, but Shital insisted that Anita be admitted at the earliest.

She was hospitalised soon and within a few hours, she gave birth to a healthy baby girl weighing 2.7 kg. The V-OPD doctor's quick guidance and Shital's constant support helped Anita navigate multiple obstacles during her pregnancy.

Part of ARMMAN'S COVID-19 interventions, our virtual clinic (V-OPD) has helped pregnant women and mothers across India receive consultations with obstetricians and paediatricians. These consultations are available in Hindi, English and Marathi via WhatsApp on +91 9004141452 or a toll-free call on 1-800-2121-425. The women first reach our call centre executives who either offer logistical support or connect them to a doctor based on the nature of the query.