E Health Point
Wellness For All: Healthpoint Services India Pvt. Ltd.
A Social Enterprise Incubated by Ashoka

Key Features Summary
E Health Points are units owned and operated by Healthpoint Services India (HSI) that provide families in rural villages with clean drinking water, medicines, comprehensive diagnostic services, and advanced tele-medical services that “bring” a doctor and modern, evidence-based healthcare to their community. The E Health Point concept builds upon and combines proven models to achieve unique synergies and efficiencies that have the potential to transform rural healthcare and improve wellness, productivity, and quality of life. These proven models include:

- **Water Treatment** via advanced Reverse Osmosis units. E Health Points provide clean drinking and cooking water on a monthly subscription basis at a cost of about $.05 per household per day ($1.50/HH/m) as a preventative measure against water-borne disease. The units also sell condoms and other preventive health commodities.

- **Tele-medical Consultation** at an E Health Point with licensed medical doctors and trained lay healthworkers, conducted via video-conferencing from HSI’s urban tele-medical center. The lay healthworkers/clinical assistants are recruited from local villages and trained by HSI.

- **Advanced Diagnostic Tools** located at each E Health Point provide the attending telemedical center doctor with patient vital signs—including digital stethoscope, non-invasive blood pressure monitor,
electrocardiogram (ECG)—and offers more than 6 additional diagnostic tests covering all major infectious diseases and many chronic conditions, including malnutrition, heart disease, and diabetes. Charges for many diagnostic tests are less than $0.50; none are more than $4.

- **Pharmaceuticals and other medicines** are dispensed at each E Health Point by a licensed pharmacist; the pharmacy stocks primarily branded generics but is able to fulfill any medicine prescribed by the HSI telemedicine system as well as a range of non-prescription medicines at modest cost to patients.

- **Cultural Sensitivity** in the form of separate waiting areas for male and female patients is reflected in the design of E Health Points and in their operating procedures, e.g. dedicated clinic hours for women only.

- **Responsible Referrals** to District Hospitals or specialists are made for patient conditions—childbirth, acute trauma, heart attack, cancer, and others—beyond the primary care treatment scope of the EHP unit; patients are provided with specific advice and a printed referral.

**Synergies and Efficiencies**
Because people come to pick up their water daily, the E Health Point has multiple opportunities to raise awareness about health issues and encourage early treatment of medical conditions. Coming to get water also provides social cover for visiting the E Health Point unit for patients with socially-unacceptable conditions, such as tuberculosis or HIV. At the same time, the EHP unit can utilize facilities, staff, and technical support more efficiently than a water treatment unit, a clinic, and a pharmacy operating separately, enabling lower costs for patients. The HSI electronic health records provide detailed knowledge of the health profile of a community and also constitutes a real-time Disease Surveillance capability alerting local and State health officials on new disease outbreaks.

**Effective Service Delivery.** In 6 months of operation, the initial 3 EHP units have provided telemedical consultations to 7680 patients, performed 2570 diagnostic investigations, and filled 7635 prescriptions, as well as providing safe drinking water to 700 families daily. Partnering with the Punjab government and with Ashoka: Innovators for the Public, Healthpoint Services is now preparing to scale its operations in Punjab as well as pilot the model in additional countries.