

Dr RS Sharma,

CEO, National Health Authority
Ministry of Health and Family Welfare
Government of India

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Sir,

Subject – Comments to the NDHM Consultation papers on Healthcare Professionals and Health Facility Registry

MedPiper Technologies Private Limited welcomes the two Consultation Papers on Healthcare Professional Registry and Health Facility Registry. With healthcare facilities and healthcare professionals being two main pillars in the healthcare delivery in the country, the consultation papers are a step in the right direction and will help create an integrated healthcare infrastructure for India.

MedPiper Technologies is a MedTech Company that helps healthcare professionals discover work opportunities and transparent work wages. By enabling practitioners to profile, verify and map themselves, we help them discover career pathways, collaborations, industry opportunities, engagements across the healthcare ecosystem.

In addition to helping hospitals and telehealth platforms discover and engage medical practitioners via our "practitioner-as-an-api" feature, MedPiper's platform helps doctors upskill, discover career pathways and network with the industry. We are part of the Ministry of Electronics and Information Technology's Startup Hub TIDE 2.0 and IIM-Bangalore startup incubation cell (NSRCEL).

Our primary objective is to bring unification in healthcare data and minimise healthcare information asymmetries among practitioners, all of which fits well within the objectives envisioned by the NDHM. We are pleased to bring to your attention the following impact-

1. As of June 2021, we have 65,000 registered doctors on our database.
2. In the last 3 months, we have served over 180 mid-sized hospitals and smaller clinics across tier 2 and tier 3 geographies in Kerala, Karnataka and Tamil Nadu, enabling them to find Doctors to deliver care.

3. Reduced time to hire by 12 times for non urban clinics and hospitals, enabling better response to patient footfalls.
4. 85% matching rates on non-urban listings and over 90% in urban listings.
5. Over 6500 Doctor duty stints booked in the past 3 months and serviced via MedPiper, reaching over 1,80,000 patients.

Our comments in this consultation are based on a combination of experiences, which include setting up the tech platform dedicated to medical practitioners and interaction with the medical fraternity in identifying problems and implementing technology to provide a solution.

Listed below are some of the comments and possible scope for collaboration with NHA:

Structural challenges and harmonising the healthcare practitioners registry or database continues to pose a challenge, which has been highlighted in the paper. Setting up a robust digital database for India requires the inputs from state medical councils, the current system of registration for doctors falls on states, and the corresponding red-tape involved during registration results leaves room for misrepresentation and inaccuracy in assessing the total number of doctors or medical professionals.

While registration on NDHM for doctors remains voluntary, verifying healthcare practitioners will continue to be difficult unless the state medical council and National Medical Commission harmonise their database. Verifying practitioners for example will depend on the record of states, however, registry in states can be inaccurate, for instance, medical practitioners who wish to practise in different states must register in the respective state medical councils, this leads to duplication of data and inflated doctor numbers across India, thereby making verification difficult.

Given these limitation and our objective to make healthcare delivery efficient, we are presented with a unique opportunity to work with the NHA and propose the following points -

1. The NDHM has opened up registration of medical practitioners to the Union Territories and has devised a strategy of verification, we at MedPiper Technologies propose sharing our own database of doctors, with requisite permissions. This will allow us to cross verify the registration numbers via NDHM and help assess the way forward with respect to registration of healthcare practitioners.
2. MedPiper has designed a system of making a practitioner as an API- the objective of this is to help reduce the turnaround time in hiring/onboarding doctors in a very dynamic job market. Given the high demand for healthcare practitioners and heavy movement of doctors to fill in



duty vacancies and specialisation, this establishes a system of verified professionals, with knowledge of their professional history highlighted to potential employers or authorities. The objective here is to reduce hiring time and also optimise the total number of doctors in a country like India, where demand for healthcare services always exceeds its supply.

MedPiper's interface and platform is directed towards the medical fraternity, particularly doctors and we are in process of including other categories of healthcare workers. We believe that we have a lot to contribute towards setting up the HPR in consultation with the NHA. Additionally, a separate consultation with healthtech platforms and the NHA will help allow us to identify possible intersectionality in developing a unified platform with the objective of addressing the broader issue of public health.

As the NHA develops a holistic healthcare ecosystem, MedPiper offers itself as a willing collaborator to help co-create a safe, trustable, and efficient system with the interest of the Public and Practitioners in mind. We would be grateful if the NHA and NDHM invites us to a broader discussion to work towards our common objective.

Sincerely,

Team MedPiper

Founders -

Nitthin Chandran- +91 9740603291, nitthin@medpiper.com

Pranay Suyash - +919910403502, pranay.s@medpiper.com