

Health Facility Registry

Standard Operating Procedures for Verifiers

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Ayushman Bharat Digital Mission:

The Ayushman Bharat Digital Mission (ABDM) aims to develop the backbone necessary to support the integrated digital health infrastructure of the country. It will bridge the existing gap amongst different stakeholders of healthcare ecosystem through digital highways. ABDM supports universal health coverage in an efficient, accessible, inclusive, affordable, timely and safe manner, that provides a wide-range of data, information and infrastructure services, duly leveraging open, interoperable, standards-based digital systems, and ensures the security, confidentiality and privacy of health-related personal information. One of the core building blocks of ABDM is Health Facility Registry (HFR) which aims to provide unique identification to all healthcare facilities in India.

Health Facility Registry (HFR):

Health Facility Registry is a comprehensive digital repository of health facilities of the country across modern and traditional systems of medicine. HFR provides a unique identifier, (i.e., digital identity) which is used to map the facility across the ABDM ecosystem. It includes both public and private health facilities such as hospitals, clinics, blood banks, diagnostic

laboratories and imaging centres, pharmacies, etc. The exhaustive list of all the facility types is in the appendix section.

Registration on HFR will enable health facilities to get connected to India's digital health ecosystem and allow their listing on a national platform. This will instil trust in citizens seeking healthcare services by improving discovery of health facilities. Health facilities signing up on HFR will also gain access to a host of digital services. HFR is not mandated to regulate or set standards for the facilities. There are various central and state government acts (e.g. Clinical Establishments Act, 2010 etc.) to regulate and set standards for the functioning and operations of the facilities.

HFR Registration Process:

For registration on HFR the managers of healthcare facilities must first create their Health Professional ID (HPID). The process of creation of HPID has been elaborated separately in this SOP in the 'Creation of Health Professional ID' section. After creation of HPID, the manager of the facility has to select the role of "Facility Manager" and fill the registration form by selecting "Register a new facility". Analyzing as per Facility Name, State, District, City, Address, and Village, if the portal considers a facility as 'potential duplicate' facility, a prompt displaying all potential duplicate facilities shows up. The facility manager should refrain from registering a facility that is already registered. And in case the facility is already registered the facility shall choose the said facility instead of registering a duplicate facility. The facility manager must complete all mandatory fields (marked in *) in the registration form such as facility details, services offered, infrastructure details etc. Once completed, the facility manager must digitally sign the HFR application (e-sign facility of the C-DAC) and submit the HFR form. The HFR registration form once submitted, will appear to the verifier for the verification. Further, upon submission of the HFR form, the facility's information becomes visible on the public search page on the NHPR portal and the facility is assigned a 12-digit Health Facility ID (e.g., HFR ID: IN0123456789).

Importance of the Role of Verifiers:

The verifiers play a pivotal role in confirming the accuracy and authenticity of the data entered by the facility managers in the HFR application form and thus help in creation of a *single source of truth* for the facilities. Further, once the facilities are verified by the Verifiers, they become visible on the on the public dashboard of ABDM.

Appointment of the Verifiers:

SMD office of the State/UT appoint the District Verifiers (DV) and District Nodal Officers (DNO) to verify all the facilities in the said district including the state-owned, private or PPP facilities except for the facilities which are owned by the Central government or Central government bodies, generally by a written order. The controlling Central Ministry appoint the National Verifiers (NV) and National Nodal Officer (NNO) to verify the central government owned facilities, generally by a written order.

Creation of Health Professional IDs

- Open the website **<https://hfr.abdm.gov.in/>** and, click on “Click here for Login or Registration”
- Then click on “Click here to register” link to create a Healthcare Professional ID
- Select “Generate Via Aadhar” option. Enter the Aadhar number, click on ‘I agree’ option and provide his consent while also entering the captcha.
- The user will get an OTP on the mobile number linked with the Aadhaar. Verify the Aadhar OTP and submit.
- Then on the next screen enter the mobile number, send OTP and verify the OTP.
- Registration form will open with the Aadhar fetched details like name, DOB etc. In registration form enter the “User ID” (alias from suggestions), “Email”, “Password” and “Confirm password” then submit.
- After submission, healthcare professional ID will be generated and displayed.

Roles and Responsibilities:

The information filled in the facility registration form of HFR by the facility manager needs to be verified and authenticated by the respective verifiers depending on the ownership type of the facility, as detailed below

- **District Verifiers (DV):** DV will verify **all healthcare facilities present in their respective district** except healthcare facilities owned by central government. This will **include** healthcare facilities owned by state government, facilities owned privately, or facilities under public private partnership (PPP) ownership. Example- A district hospital would be verified by respective DV however AIIMS if present in the district would **not** be verified by the DV
- **National Verifiers (NV):** NV will verify the healthcare facilities owned by central government ministry *irrespective of the location of the healthcare facility*. Example- AIIMS Raipur is to be verified by the NV of the MoHFW in the Central Government and **not** by the DV of the Raipur district.
- **District Nodal Officers (DNO):** DNOs are responsible for:
 1. Oversee the functioning of DV in their respective district.
 2. Transfer a facility from one facility manager to another facility manager, if required.
 3. Train the DVs about the verification process.
- **National Nodal Officers (NNO):** NNOs are responsible for:
 1. Oversee the functioning of NV of the central government ministry.
 2. Transfer a facility from one facility manager to another facility manager.
 3. Train the NVs about the verification process

Registration of the Verifiers on the HFR Portal:

- **DV Creation Process:** Prospective DV (user) has to first create their HPID. The process of creation of HPID has been elaborated separately in this SOP in the “Creation of HPID” section.
- After the creation of HPID, the user has to login on hfr.abdm.gov.in (old portal) and select the role of “Verifier/Nodal Officer”.
 - User will land on “Nodal Officer & Verifier Registration Form” screen and **select the role of “District Verifier”** from the “Role” selection dropdown
 - User has to select the state, district and facility type
 - The user has to raised request to become the DV. The request will be approved/rejected by the State Mission Director (SMD). Once approved the DV can view all facilities of that district for verification
- **NV Creation Process:** Prospective NV (user) has to first create their HPID. The process of creation of HPID has been elaborated separately in this SOP in the “Creation of HPID” section. The HPID will be created by the user designated by the central ministry as the NV, and the respective ministry will forward the generated HPID to NHA. Once the role is mapped by NHA, the NV can verify the central government facilities for the respective ministry.
- **DNO Creation Process:** Prospective DNO (user) has to first create their HPID-The process of creation of HPID has been elaborated separately in this SOP in the “Creation of HPID” section.
 - After the creation of HPID the user has to user has to login on hfr.abdm.gov.in (old portal) and select the role of “Verifier/Nodal Officer”.
 - User will land on “Nodal Officer & Verifier Registration Form” screen and **select the role of “District Nodal Officer”** from the “Role” selection dropdown
 - User has to select the state, district and facility type
 - The user has to raised request to become the DNO. The request will be approved/rejected by the State Mission Director (SMD). Once approved the DNO monitors the working of DV for the respective district.
- **NNO Creation Process:** Prospective NNO (user) has to first create their HPID. The process of creation of HPID has been elaborated separately in this SOP in the “Creation of HPID” section. The HPID will be created by the user designated by the central ministry as the NNO, and the respective ministry will forward the generated HPID to NHA. Once the role is mapped by NHA, the NNO monitors the working of NV for the respective ministry.

Important Points for Facility Verification:

- SMD are responsible to appoint sufficient numbers of DV/DNO in each district. SMD should ideally designate **at least two DV and one DNO in each district** across the state.
- Every central government ministry that owns healthcare facilities has to appoint at least **one NV and one NNO** for the verification.
- Verifiers are required to **verify all facilities including government, private and public private partnership facilities** registered under Health Facility Registry
- Verifiers **can raise the query** to the facility manager against any of the parameters filled by the facility manager.
- Verifiers have the **right to reject** a health facility's application and provide a valid reason if they discover any anomalies in the application.
- If a facility is rejected, the verifier must intimate the NHA at facility@nha.gov.in with the facility's HFR ID and the reason for the rejection of the facility.
- “Verifiers should decide **to verify/reject** the HFR application (with the status ‘Submitted’, ‘Resubmitted’, ‘Query Resolved’) **within 30 days of their submission**. NHA regularly intimates all the DV/NV through email the number of pending facilities that need to be verified.
- To clear the facilities pendency, **SMD is required to take a monthly review of all DNOs/DVs** in the state, and DNOs are required to review the DVs in their district each week.
- Verifiers can click on the “View larger map” under the Geographic Location section. A new tab with a large map and the address details with geolocation will appear. Verifiers can compare this address to the one filled by the facility manager to verify the address and Geolocation of the facility.
- Verifiers are able to see the mandatory as well as non-mandatory fields of the HFR application form. **Verifiers must verify all the filled details** of the healthcare facilities submitted and visible to them. A summary table of the HFR data fields visible to the verifier is given below

Table 1 : HFR fields visible to the Verifiers

S.no.	Name of the field in HFR to be Verified	Meaning and options available	Action to be taken by verifier for government /private/PPP facilities verification
1	Facility ID	12 digit alphanumeric ID (mandatory)	12-digit alphanumeric ID must be visible
2	Facility manager name	Name of the person who has registered the facility (mandatory)	Facility manager name must be visible
3	Facility manager contact number.	Phone number of facility manager (mandatory)	Phone number must be visible.
4	Facility Name	Facility name as visible for end user (mandatory)	Facility name must be correct and written in full form. Verifier can raise query and ask for the complete and accurate name
5	Facility Ownership	Govt/Pvt/PPP (mandatory)	Correct facility ownership must be selected
6	System of Medicine	Modern Medicine (Allopathy), Dentistry, Physiotherapy, Ayurveda, Unani, Sowa-Rigpa, Siddha, Homeopath (mandatory)	Correct system of medicine must be selected. Multiple entries can be selected by the facility manager
7	Facility Type	34 facility types in HFR, such as-clinic, hospitals, blood bank, lab, pharmacy etc. Only 1 facility type can be selected (mandatory)	Correct facility type must be selected.
8	Facility Subtype	Facility subtype should be filled corresponding to the selected facility type (mandatory)	Correct facility subtype corresponding to the facility type must be selected.
9	Application Submission Date	Date and time when the facility is submitted (Come by default)	Must be visible
10	Country	Name of Country (mandatory)	Value must be India always
11	State/ UT	State of the facility located in (mandatory)	State of the facility must be visible
12	District	District of the facility located in (mandatory)	District of the facility must be visible
13	Sub-District	Sub-District of the facility located in (mandatory)	Sub-district of the facility must be visible

14	Facility Region	Region of the facility- Rural/Urban (non-mandatory)	Facility region can be visible, if filled
15	City / Town / Village	City / Town / Village the facility located in (non-mandatory)	City / Town / Village can be visible
16	Address line 1: Flat No/ Plot No/ Building Name	Address of the facility (Mandatory)	Facility address must be accurate, verifier can search the address on external web search engine/maps to verify the address
17	Address line 2: Street/ Road/ Area/ Locality	Address of the facility line 2 for big address (non-mandatory)	Non mandatory, if filled should be correct
18	Pin Code	Pincode of the facility (mandatory)	Pin code must be visible
19	Uploads	Facility building photograph Facility board photograph Address proof type Address proof (non-mandatory)	Non mandatory, if filled, it should be correct. Self-certified if not filled
20	Geographic Location	Location of the facility will be visible on the map (mandatory)	Geolocation and facility must be visible on map. Verifier can view the facility on magnified map

In addition to these details as mentioned in the Table 1 above, there are other fields in the HFR form which are self-certified by the facility manager and are not visible to the verifiers. An exhaustive list of the self-certified HFR fields is provided in the Appendix

A summary table of the dos and don'ts for the purpose of verification: -

Table 2 :Important things to note for Verification

Important things to note for verification
Verifiers are required to verify all government, private and public private facilities registered under Health Facility Registry within 30 days of the application submission.
Verifiers should not skip to verify the Private or public private facility
Raise a query in case of discrepancy and don't reject instantly
Compare the address filled by facility manager with the address on the enlarged map
Do not verify the facility if the address does not match
Avoid rejecting a facility for non-mandatory fields. Can raise a query, if required.
Don't approve duplicate facilities. Intimate state ABDM team in case of duplicate facilities
Don't share the verifiers credentials to another verifier. Intimate state ABDM team in case of transfer /change of the verifier.
There are various central and state government acts (e.g. Clinical Establishments Act,2010 etc.) to regulate and set standards for the functioning and operations of the facilities. Verification is not mandated to regulate or set standards for the facilities

Roles and Responsibilities of the National Health Authority:

National Health Authority will be responsible for monitoring the process of the verification and would be responsible for the following:

- Granting roles to the State Mission Directors, National Verifiers, and National Nodal Officers on the HFR portal.
- Monitoring the individual states', districts', and ministries' pendency rates
- Notifying the verifiers in the event that the applications' verification procedure takes longer than thirty days.
- Addressing any issues that the verifiers, SMD, NV, and DV could have with the verification process or with the HFR portal.

Adhering to compliance:

- It is the sole responsibility of the State Mission Director to monitor the pendency rate of the applications received in their respective State/UT

Useful resources:

- The HFR Verification procedure in PowerPoint format is accessible on the HFR portal once the verifier login on “Click here to know more about registration and verification process”. It includes all mock screens for the verifier. Any verifier can view the presentation by logging onto the verifier portal using their credentials.
- The daily updates on the number of applications verified can be viewed on the ABDM Dashboard. To access the dashboard, click on the link: <https://dashboard.abdm.gov.in/abdm/>
- Verifiers can check the details of the current appointed verifiers from the mentioned link: - <https://facility.abdm.gov.in/DistrictVerifierList>
- Please contact on the email id provided: facility@nha.gov.in in case of any concerns including:
 - If you are unable to view to facility verification list.
 - If you are unable to verify, reject and raise the query.

Appendix:

- **Exhaustive List of the Healthcare Facility Type:**
 - Homeopathy Dispensary/ Clinic/ Polyclinic (OPD only) ,Clinic/ Dispensary, Hospital, Ayurveda Dispensary/ Clinic/ Polyclinic (OPD only),Primary Health Centre, Sub Centre ,Community Health Centre, Medical College, Imaging centre, Pharmacy, Health and Wellness Centre, Dental Clinic, Day Care center, Diagnostic Laboratory, Ayurveda College, Unani Dispensary/ Clinic/ Polyclinic (OPD only),Dental College, Ayurveda Hospital/ Nursing Home, Dialysis Centre, Physiotherapy Clinic, Siddha Dispensary/ Clinic/ Polyclinic (OPD only),Homeopathy College, Infertility Clinic, Cath Laboratory, Blood Bank, Palliative Care, Physiotherapy College, Dental Hospital, Physiotherapy Hospital, Homeopathy Hospital/ Nursing Home, Siddha Hospital/ Nursing Home, Unani College, Sanatorium, Sowa-Rigpa Dispensary/ Clinic/ Polyclinic (OPD only),Sowa-Rigpa College, Unani Hospital/ Nursing Home, Sowa-Rigpa Hospital/ Nursing Home, Other (please specify) ,Siddha College
- **Exhaustive list of the Self certified data fields of the HFR application form**
 - Facility Speciality Type (Single or Multiple speciality) , Type of Service(OPD/IPD/Day care),Facility Operational Status, Mobile Number Prefix, Mobile Number, STD Code, Landline Number ,Facility Email, Website, Website to book an appointment, About Us, Select your working days, Specify the opening hours, ABDM Compliant Software in the facility
 - Number of IPD Beds (except ICU beds) with oxygen facility, Number of IPD Beds (except ICU beds) without oxygen facility, Number of ICU beds with Ventilators, Number of ICU beds without Ventilators, Number of HDU beds with Ventilators, Number of HDU beds without Ventilators, Number of Daycare beds with oxygen facility, Number of Daycare beds without oxygen facility, Total Number of Beds, Total Number of Ventilators, Programs in which your health facility is registered e.g. NIN, NHRR etc. Facility Building Photograph, Facility Board Photograph, Facility Address Proof, Address Proof Upload Number of Dental Chairs, Speciality, Services e.g. X-Ray, MRI, CT scan etc.