Ayushman Bharat Digital Mission

State Adoption
Overview and Pathways for HFR Registration

Objective

- The presentation is a comprehensive repository of all information regarding **Health Facility Registry (HFR)**, which is a core building block under **ABDM** (Ayushman Bharat Digital Mission). It includes an overview on HFR, its benefits, pathways for registration on HFR, recommended practices and supporting resources.

- The presentation may be utilised as part of NHA's capacity building and IEC material, specifically for the States, to drive ABDM adoption

- The intended audience of this presentation spans across State leadership/ Nodal officer, master trainers as well as technical partners.

Version 1 (Dated: 15th February, 2023)

01 | **HFR Overview**

Understanding HFR

- Health Facility Registry (HFR) is a **comprehensive repository of health facilities** of the country across modern and traditional systems of medicine.

- HFR includes **both public and private health facilities,** including hospitals, clinics, diagnostic laboratories and imaging centers, pharmacies, etc.

- The facility gets a unique 12 digit Facility ID, giving the facility an identifier in the healthcare ecosystem

- Benefits include:
  - **Unique & Trustable Identity** - Facility ID for identification of health facilities across the ABDM ecosystem
  - **Online Presence & Discoverability** - Listing of health facilities on a national platform and availability in search results
  - **Ease of doing business** - Digitisation of services reduces efforts for registration & renewal of various licenses, and empanelment with insurance agencies, TPAs
  - **Unified Digital Services** - Access to telemedicine, digital health records and HMIS solutions

02 **Pathways for registration on HFR**

Intended Audience: State/Programme Leadership and Master Trainers

HFR - Registration Methods

Following are the two methods for HFR Registration

1

Self mode using HFR website

- User logs into the [HFR website](#)

- This method uses Aadhaar eKYC

- User creates and registers their facility on HFR

2

Through API Integration

- Integrators/Technical Partners can leverage HFR Onboarding APIs to register facilities in bulk

- The relevant API is available here: https://facilitysbx.abdm.gov.in/swagger-ui.html

Registration Process for Facilities

Generate Healthcare Professional ID	Role Selection	Search and Register	Verification

Generate Healthcare Professional ID

Visit https://facility.abdm.gov.in/ and click on **Click Here for Login or Registration**

User can login using their Healthcare Professional ID (HP ID) and password (or Mobile/ Aadhaar OTP) or can click on **Click here to Register** to generate an HP ID before registration of a health facility.

Role Selection

The user dashboard will show 2 different roles if the user is not mapped to any role OR is logging into HFR for the first time:

1. Facility Manager
2. Nodal Officer/Verifier

To Add/Register facilities, click on **Facility Manager** button

On the next page, click on **Search and Register Facility** Button

Search and Register

The Facility manager will get four options here:

1. Search using **health facility's name**
2. Search using the **ID of your health facility** registered in AB-PMJAY, NIN etc.
3. Register **New** Facility
4. Add Facilities in **Bulk**

Upon selecting the appropriate search/register option, the facility manager will be asked to verify/fill information for registration - facility name, address, geo-location, contact details, etc and submit the same.

For bulk upload, the facility manager will have to upload the respective details as a csv file.

Verification

Upon submission of the registration request, verification of existence of health facility is done by the State government and UT administration

Registration via API
APIs and documentation have been published which allow health facility registration by respective HRPs and state governments

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Registration for Verifiers

Generate Healthcare Professional ID

Role Selection

Register

Verification

Visit https://facility.abdm.gov.in/ and click on **Click Here for Login or Registration**

User can login using their Healthcare Professional ID and password (or Mobile/ Aadhaar OTP) or can click on **Click here to Register** to generate an HP ID before registration of a health facility.

The user dashboard will show 2 different roles if the user is not mapped to any role OR is logging into HFR for the first time:

1. Facility Manager
2. Nodal Officer/Verifier

To Add/Register facilities, click on **Nodal Officer/Verifier** button

On the 'Nodal Officer & Verifier Registration Form':

1. Request Assignment of Role as
   - **State Mission Director**
   - **District Nodal Officer**
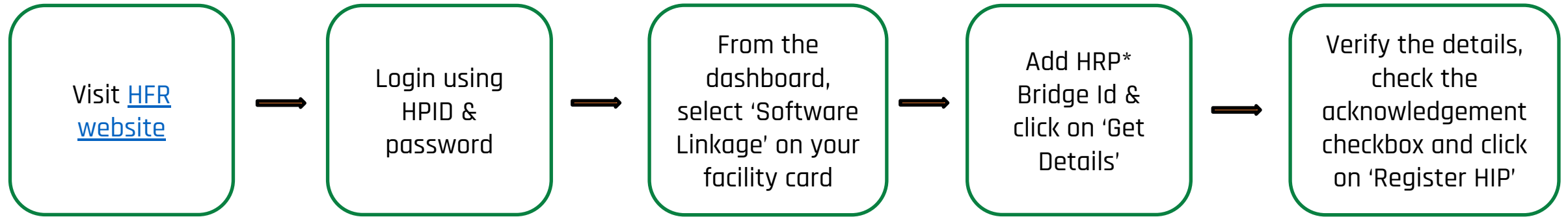   - **District Verifier**
2. Select State/UT

Click on **Initiate Request**

Upon submission of the registration request, verification and approval of role request is done by officials per the system hierarchy

Process Flows Software Linkage & Healthcare Professional Linkage

Software Linkage

| Visit HFR website | → | Login using HPID & password | → | From the dashboard, select 'Software Linkage' on your facility card | → | Add HRP* Bridge Id & click on 'Get Details' | → | Verify the details, check the acknowledgement checkbox and click on 'Register HIP' |

Healthcare Professional Linkage

| Visit HFR website | → | Login using HPID & password | → | From the dashboard, select 'Add Healthcare Professional' on your facility card | → | Add & search Healthcare Professional & click get details | → | Click on "Declare" to declare the association of the Healthcare Professional. |

*HRP (Health Repository Providers): They are software service providers who offer ABDM compliant software and long-term digital storage of health records to Health Information Providers (HIPs) like hospitals, labs, clinics, etc. Their primary role is to enable HIPs to meet their obligations of sharing and securely maintaining the health records of patients digitally.

HFR Onboarding Pathways

States can select the pathways that best suit their context, and request NHA for the required support

Pathway for the State	Method of Engagement	Instances[#]
Self-mode	Awareness Camp - IEC activity	
API Integration	Assisted-mode using Production APIs	Govt. of AP, UP, HMIS Providers
Health Facilities (District hospitals, CHCs, etc)	Assisted-mode using [HFR website](#)	eHospital, eSushrut and other state HMIS
Back-end drives by the programs	Using Programme Data	PMJAY, PMNDP

[#]This list is not exhaustive.

03 | Supporting Resources

Intended Audience: State/Programme Leadership and Master Trainers

Recommended Practices

- Use of https://facility.abdm.gov.in/ for individual facility registration or enumeration drives, to increase registration

- HFR integrator* must ensure that the state, health programs and private entities have full understanding of the HFR registration process and features.

- Engage officials at health facilities through ABDM enabled HMIS**. Tangible benefits like Unique & Trustable Identity, Online Presence & Discoverability, Ease of doing Business, and Unified Digital Services of health facilities can be demonstrated to encourage public and private entities to register on HFR

- Integration of program portals with HFR to engage beneficiaries and create "Single Source Of Truth"

*Any party leveraging API integration to onboard facilities to HFR
**List of existing partners is available at https://abdm.gov.in/partners

Lessons from the States
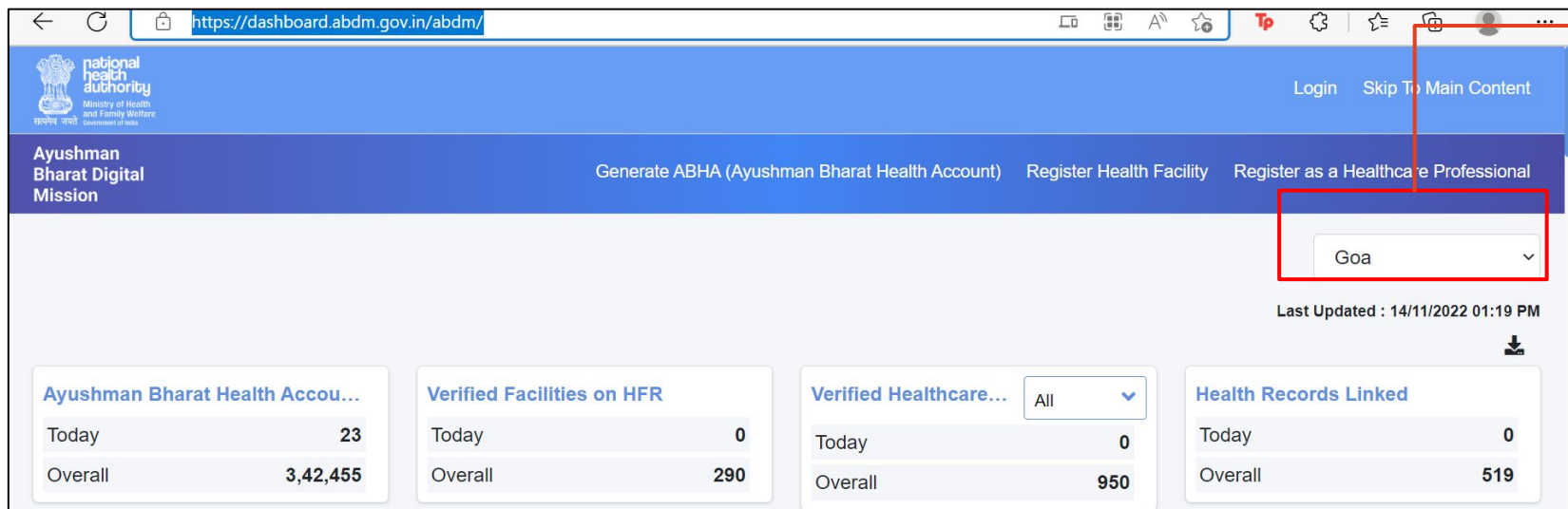
State/UT	Actions Taken
Uttar Pradesh	• Geo-tagged all public health facilities to create a repository (UP ke Swasthya Kendra) which was leveraged for registration on HFR • Leveraged API based bulk upload approach to generate Health Facility ID for all public health facilities • Conducted Alternate day virtual training cum meeting sessions with district team
Bihar	• Created a sense of competition among districts for registration on HFR • Mapped transferred verifiers to the new location through login of District Nodal officer in cases of posting transfer of District verifiers and nodal officers • Used mapping feature available in the District Nodal officer login to map multiple health facilities to respective facility manager (Facility manager of a PHC (block) mapped to all lower level health facilities i.e. APHC and HSC in that block)
West Bengal	• Conducted training at the state level for all District nodal officers and District verifiers • Conducted Follow-up training of all facility managers (both government and private facilities)
Sikkim	• Renewal of Private health facilities' licence conditional on HFR registration.
Puducherry & Arunachal Pradesh	• Leveraged the Clinical establishment Act to mandatorily get facilities to register on HFR

Note: This list is not exhaustive.

Tracking Mechanisms

States are recommended to use the **ABDM Dashboard** (dashboard.abdm.gov.in) for tracking their progress.

Select State

district-wise

overall

date-wise
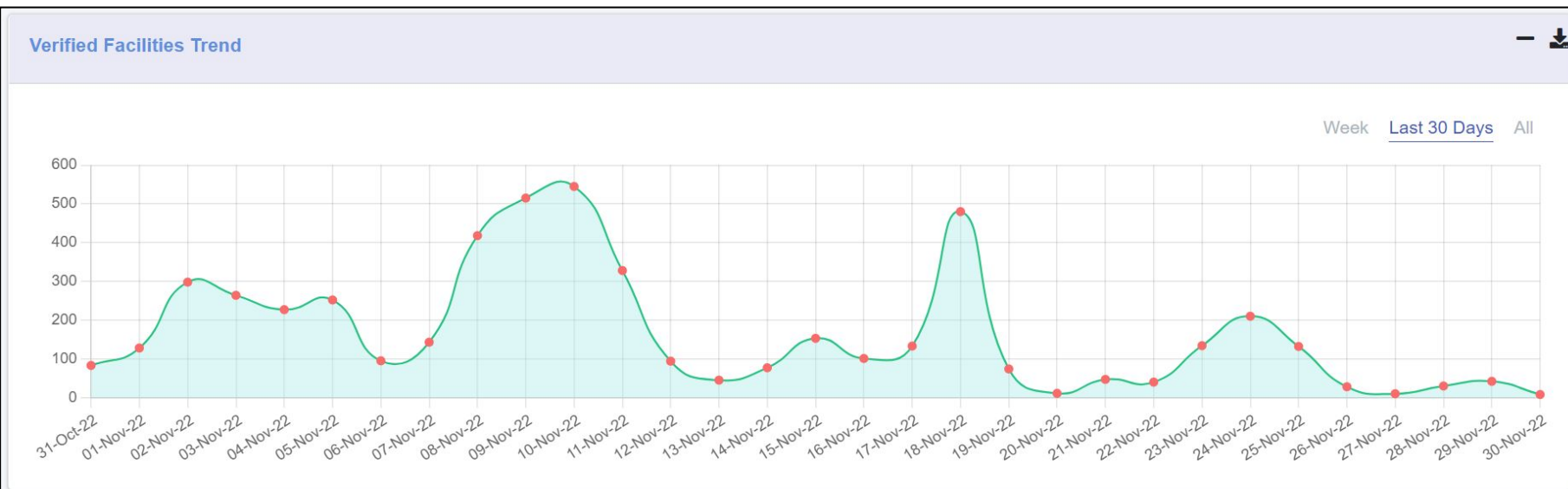
Common Challenges

S.No	Issue	Resolution/ Common Cause
1	Multiple HRP linkages	The existing construct in ABDM allows linkage of one facility to a single HRP (HMIS/LMIS etc) only. However, a facility can have multiple softwares such as HMIS, LMIS as well as government programs and applications like e-Sanjeevani, RCH, UWIN etc. To enable adoption and scaling up, and building longitudinal health records, it is essential to enable linkage of 1 Facility to multiple HRPs Solution: NHA is aware of this challenge and will work on revision of architecture with changes in both HFR and Gateway, to enable linkage to multiple HRPs
2	Database structure, User experience – Need for Application Redevelopment	The existing application has been built with changing requirements, and the processes have been refined since the launch of National Digital Health Mission (NDHM) in 2020. Some of the workflows and entity attributes are hard-coded affecting user experience. Solution: NHA has taken note of the issues related to user experience and will work on revamping application UI/UX and updating the database architecture to allow dynamic updates

Frequently Asked Questions

- **Why is there a need to have a healthcare professional ID to register in the Health Facility Registry?**
  The Healthcare Professional ID is an authentication mechanism that allows users to access Health Facility Registry and various services in the Ayushman Bharat Digital Mission, without having the need to enter user credentials at multiple places. It essentially ensures that no unauthorised person can access the health facility details.

- **Who can access the data on the Health Facility Registry?**
  Only publicly visible information can be accessed by third parties. The administration/ verifiers/ governing body under which the health facility comes also have access to the data.

- **How can the data in Health Facility Registry be used?**
  Basic minimal data has been requested to ensure that the health facility which is applying on the ABDM platform can be verified and onboarded by respective authorities. It is also essential to ensure that even if healthcare facilities are authentic, the claims that they make regarding various attributes such as, facilities/services available are also cross verified. This information shall only be used for analysis from a public health point of view. Select data will also be provided to digital health solution providers who integrate with ABDM so they can display the list of healthcare facilities with suitable attributes for the prospective patients.

- **How much time it will take to complete the application?**
  Time taken to enter the information depends on information being readily available in the form of supporting address proof documents, internet speed. However, if you have all information and supporting documents are available, registration can be completed within 20-30 minutes. The time required for a small facility will be less as compared to the time required for a large hospital. Facility will be required to upload two photographs (one of the facility and the other showing the board) during application.

Frequently Asked Questions

- **A facility has not yet started digitalization completely. Can they join ABDM?**
Yes they can. Joining ABDM is just first step to enter the digital health ecosystem of India. It is understood that digitization of health records is difficult and at times time-consuming, particularly for older records. Therefore, the ABDM does not insist that from the day of joining, there will be digitization of every health record within the facility. However, ABDM does encourage the facility to shift to digital health systems in a gradual and phased manner.

- **A facility wants to update the details in the Health Facility Registry. What is the procedure for the same?**
Once a facility has been approved for listing in the HFR, a facility manager can update basic details about the facility by logging in at https://facility.abdm.gov.in using Healthcare Professional ID. However, any change in facility name, address and other essential information will be shown as self-declared until it is verified again by the appropriate authorities.

- **If having issues with the application, whom should the facility contact?**
The facility should register their grievance on https://grievance.abdm.gov.in/ or call 1800 11 4477.

- More FAQs can be found under the support section on the HFR and ABDM websites.

Resources

- Sandbox link for Benefit Programs and HMIS portals to start integration with HFR:
  Sandbox.abdm.gov.in

- Documentation of APIs for integration with HFR:
  https://sandbox.abdm.gov.in/static/media/HFR%20Registration%20APIs.b5be38c8.pdf

- Swagger link for Benefit Programs and HMIS portals to start integration with HFR:
  https://facilitysbx.abdm.gov.in/swagger-ui.html

- Grievance Portal : https://grievance.abdm.gov.in/

- Call Center : 1800-11-4477