

# **KARNATAKA-BANGALORE COVID-19 HANDBOOK**

Collated from publicly available information by volunteers at VMware India.  
Any updation is welcome.

**This booklet contains information on**

- **Bed availability & bookings**
- **Testing centres**
- **Ambulance services**
- **Oxygen supply**
- **Injections and Medicines**
- **Covid care Centres**
- **Home quarantine services**
- **Home food services**
- **Plasma**

# HOW TO BLOCK A BED UNDER BBMP QUOTA? (GOVT AND PRIVATE HOSPITALS)

**Ensure the patient is tested through RT-PCR.**

If symptoms are severe / is a primary contact ensure both RAT and RT-PCR tests are taken (Since RT-PCR results take longer)

**RT-PCR generates SRF ID and if you are positive you get a BU#**

If you are yet to get tested, take your tests at [private](#) or [government](#) test centres immediately.

**HAVE THE BELOW INFO READY BEFORE  
CALLING BBMP**

## *Patient Details* (Sample format [Click here](#))

Patient Name	General Ward / HDU / ICU / ICU-V
Age	Attender Name
Gender	Attender Mobile #
SRF ID	Patient Mobile #
BU Number	Other Symptoms
SpO2 level	Positive since days
Residence address and Pin code	Reference Doctor if any
Residence Ward name & Ward#	

**CALL [108](#) or [1912](#)**

- **Request for Beds**  
(General Ward / Oxygen / HDU / ICU / ICU-V Bed)
- **SPo2 level < 90**
- **Ambulance for Test / Admission at hospital**
- **Care at BBMP Covid Care Centres**

**ALSO CALL PATIENT'S RESIDENCE BBMP WARD  
AND REGISTER FOR A BED**

BBMP will collect your details, allocate a bed and call the attendee back. Request for an ambulance on this call, or you may arrange a private ambulance too.

## ZONE WISE BBMP WAR ROOM NUMBERS

Know your Zone here: <https://bbmp.gov.in/zonalclassification.html>

### Yelahanka

9480685941/3/6/8  
9480685964 | 9480685977  
9113022516 | 7204869787

### Bengaluru West

080-68248454

### RR Nagar

080-28601050

### Dasarahalli

080-28394909  
080-28393688  
080-29590057  
080-29635904

### Bengaluru East

080-23010101/02  
7411038024/  
9886496295  
9480683674

### Mahadevpura

080-23010101  
080-23010102  
9480683673

### Anekal Taluk

8867474146 | 8792140655  
8147874146 | 8904025083

### Bengaluru South

8277515788  
8431816718

### Bommanahalli

8884666670

## OTHER IMPORTANT BBMP INFORMATION

### CALL **104**

Oxygen, Medicine,  
Injection supply

### General Enquiry

080-22660000

080-22481818

9745697456

## PRACTICAL EXPERIENCES OF THE TASK FORCE

- Keep calling 108 / 1912 till you are able to connect and raise your request to book a bed. Don't give up.
- Double confirm that your request is registered, by calling again with same information in a few mins.
- Bed information is shared on attendee's phone, keep it charged and in a location with network coverage.
- On the bed confirmation call, request for an ambulance. If ambulance wait time is high, book a private ambulance ([Click here](#))
- Send patient details in [this format](#) to [9480812450](https://9480812450)
- Talk to a zonal officer in case of emergency and urgent request.
- BBMP holds higher quota of beds, they are your best bet. Arranging private bed is tedious and difficult.
- Availability of beds by BBMP Quota.  
<https://covidbengaluru.com/> or Click [here](#)

# TESTING FOR COVID-19

## RT PCR, RAT , CT SCAN (GOVT / HOME COLLECTION)

**RT-PCR test is a mandatory test for any covid treatment.**

RT-PCR generates SRF ID and if you are positive you get a BU#

**Rapid Antigen Test (RAT) test is typically taken to get immediate results, however RT-PCR is mandatory.**

If you have severe symptoms or are a primary contact, take RAT and RT-PCR simultaneously.

**CT scan is usually recommended by doctors for patients with severe symptoms.**

### CHECKLIST / IMPORTANT INFORMATION

- Carry a copy of Aadhaar Card and your Mobile Phone when visiting lab for testing.
- Ensure you get the SRF ID via SMS before leaving the lab after the swab sample has been collected.
- RT-PCR test results could take upto 96 hours. Take a Rapid Antigen Test (RAT) in the same centre if you have severe symptoms / are a primary contact.

#### Private Testing Centre

Typically most of them have home service and walk-in.

Find curated list of service providers

[Click here](#)

#### BBMP Fever Clinics Covid 19 Testing Centres (Free)

Find curated list of free Government Testing Centres in Bangalore a.k.a Swab Collection Centre

[Click here](#)

#### CT Scan centre

For CT Scan, the patient has to visit the CT Scan Clinic / Hospital.

A doctor's prescription is required in some of the clinics and hospitals to get the testing conducted

Find curated list of CT scan centres [Click here](#)

## Ambulance



• **CALL [108](#)** •  
• For Free •  
• Govt/BBMP •  
• Ambulance •

• **Private Ambulance** •  
• For a curated list of •  
• service providers •  
• [Click here](#) •

## In case of emergency: CALL [108](#) or [1912](#)



- Request for Beds  
(General Ward / Oxygen / HDU / ICU / ICU-V Bed)
- SPO<sub>2</sub> level < 90
- For BBMP zone related escalations/emergencies contact respective [zonal BBMP contacts](#).

## OTHER IMPORTANT BBMP INFORMATION



• **CALL [104](#)** •  
• Oxygen, Medicine, •  
• Injection supplies •

• **General Enquiry** •  
• [08022660000](#) •  
• [08022481818](#) •  
• [97456 97456](#) •

## PRACTICAL EXPERIENCES OF THE TASK FORCE

- Some private labs provide home service. For RT-PCR test you can register through an aggregator service (like 1mg) and they will connect you to a local lab/diagnostics centre near you and collect the samples at your home.
- As results for RT-PCR is getting delayed upto 96 hours, it is best to take RAT simultaneously.
- If Ambulance provided by BBMP on [108](#) is taking more time, you could opt for a private ambulance service.
- In case of emergency call [108](#) or [1912](#)

# FOR YOUR OXYGEN & MEDICINE REQUIREMENTS

Karnataka Govt call centre for  
oxygen supply & injections  
(24x7) [+918951755722](tel:+918951755722)

## Private Oxygen Suppliers

Click here for [Oxygen Cylinders](#) and [Oxygen Concentrators](#)

## Prerequisites for Oxygen

- Aadhaar card of patient and person who will collect it.
- Doctor's prescription
- SPO2 parameters of patient
- RT-PCR test results (SRF ID)

### Accessories for Oxygen:

- Flow meter and regulator (from vendor)
- Mask & pipe (to be purchased)

## Oxygen Cylinder

- Specified pressure of Oxygen can be set.
- It will require refilling
- Some vendors supply it at home, and in some cases it needs to be collected from vendor locations

## Covid Injections

- Remdesivir
- Tocilizomab
- Dexamethasone

For private vendors information  
[Click Here](#)

## Prerequisites for Injection

- Aadhaar card of patient.
- Doctor's prescription
- SPO2 parameters of patient
- RT-PCR test results (SRF ID & BU#)

**Injections will be supplied to hospitals directly for now.**

## Oxygen Concentrator

- Pressure of oxygen can serve only mild-moderate cases
- Oxygen is concentrated from surrounding environment and used. Hence no refill is required.
- Available for rent or could be purchased for home use.

For any emergency, do not wait for Oxygen supply at home  
Call 108 / 1912

# COVID CARE CENTRE (GOVT AND PRIVATE)

## HOME QUARANTINE SERVICES

## HOME FOOD SERVICES

### HOW TO GET A BED IN GOVT COVID CARE CENTRE?

- Call helpline - 1912 - (24/7 support and responsive) to book Govt CCC. [Click here](#) for list of Govt CCC ( BBMP will allocate and call you).
- Information required to share:  
Name, Address, Age, Symtoms, SRF ID and BU No.  
Need Aadhar card no. for admission.

### PRIVATE COVID CARE CENTRE

- Private CCC has to be booked directly by calling the numbers. [Click here](#)
- These are centres run by private hospitals in collaboration with hotels. It is a paid service.

### HOME QUARANTINE PACKAGES

- Organizations and hospitals in Bangalore who offer home care packages and teleconsultation.

Click here for [Home Quarantine Package Providers.](#)

### HOME FOOD SERVICE

- For information on home food providers [Click here](#)

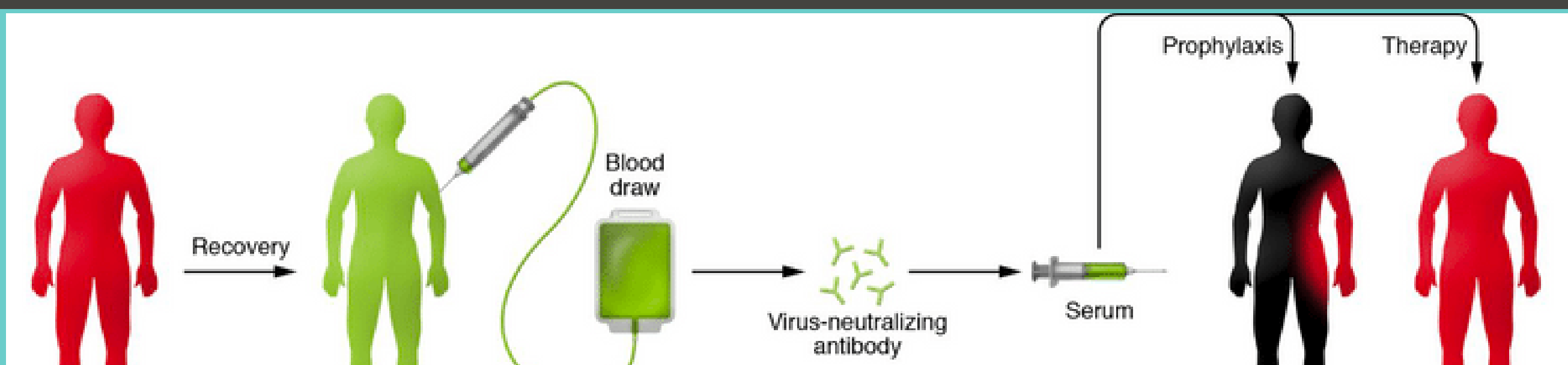
### IMPORTANT INFORMATION FOR HOME QUARANTINE

- Availing home quarantine on covid care centre services should be strictly recommended by the treating doctor.
- The food providers list is curated from social media.

# COVID-19 CONVALESCENT PLASMA THERAPY

## DONATE AND REQUEST

Convalescent plasma therapy is an experimental treatment, administered for critical covid-19 patients.



## WHO CAN REQUEST PLASMA THERAPY

1. A patient positive for COVID-19 prescribed for Plasma by the attending doctor, patient may be of any age group.
2. Preferably identified the replacement matching donor.

### *Patient Information for plasma requisition*

Patient Name  
Age  
Blood Group  
Location/City  
Admitted Hospital

Contact Person Name  
Contact Person No  
Donation should be done @  
Age of recovered plasma  
Plasma units required

## WHO CAN DONATE PLASMA

1. A person tested positive for COVID-19 and have fully recovered and are free of symptoms for more than 28 days.
2. Donor should be fit in all criteria for blood donation – HIV HCV tests negative.
3. Age is between 18-60 years old.
4. In females, only Nulliparous females can donate.

### *DONOR Information for plasma donation*

Donor Name  
Age  
Blood Group  
Gender  
Contact No

Location/City  
COVID recovered date/month  
Last Donation date  
Health issues (any)  
Medications (any)

## WHO CAN NOT DONATE PLASMA

1. Weight less than 55 Kgs.
2. Cancer survivors.
3. Is Diabetic on insulin.
4. Taken antibiotic in last 72 hours.
5. Have any chronic disease like Tuberculosis, Cirrhosis, Renal, Heart, Lung, Liver and other similar chronic diseases.
6. Uncontrolled diabetes or hypertension with change in medication in last 28 days.
7. Blood Pressure is more than 140 and diastolic less than 60 or more than 90.
8. Has donated plasma in less than 2 weeks.
9. If administered vaccine in the last 28 days.



**HOW TO GET COMPATIBLE COVID-19 RECOVERED PLASMA****STEP 1:** Identify Plasma blood group and no.of units required from hospital**STEP 2:** Check latest plasma available status at blood banks based on patient blood group**Blood Bank Sources**

Bangalore Medical Services Trust 08025287903  
 Jeevaraksha Voluntary Blood Bank 099007 77791  
 Rotary ttk blood bank 9900153000, 9900163000

**STEP 3:** Take requisition and patient sample to find compatibility with found plasma.**STEP 4:** Find COVID recovered eligible donor from trusted sources to replace blood bank given plasma**PLASMA DONOR DATABASE**

Self-Service Portals

<http://friends2support.org>[Plavicov](#)Facebook-Group: [COVID19PlasmaDonor](#)**Note:** Self-service portals have the list of volunteers willing to donate blood, we need to verify and call the contacts.**SCENARIOS TO HANDLE FOR PLASMA DONATION****SCENARIO 1:** Have compatible plasma at blood bank and got an eligible plasma donor

- 1.Take donor to Blood bank & find his eligibility by taking his sample
- 2.On successful qualification, replace plasma & get patient compatible plasma from Blood bank.

**SCENARIO 2:** Don't have compatible plasma at any blood banks but have an eligible donor matching with patient blood group

- 1.Take patient sample & donors to blood bank and do compatibility check against each donor till you find compatible donor.
- 2.If test passes get plasma extracted from donor at blood bank & bring it to hospital

**Note:-** Go with more no. of donors.**SCENARIO 3:** Found compatible plasma at blood bank, but don't have donor

Around 95% cases blood banks will not give plasma without replacement. But there were cases where patients got plasma without replacement on 2 situations

- Where blood bank has huge availability of requested plasma.
- Where patient is in very critical condition and donated blood for plasma.

Just have 5% chance here to get plasma. So always go with a donor.

**EXPERIENCES AND KEY LEARNINGS**

- There are distributed resources for covid-19 plasma currently and makes it difficult to find the right eligible matching donor.
- The only way to build the plasma bank is extensive donation by covid-19 recovered patients till then have enough anti-bodies. A healthy donor can donate every 2-3 weeks
- For more information on PLASMA THERAPY please [click here](#).