**Fill in your Companion card Guide**

- A Seamless Care offering

**A. Purpose of card**

As a companion, the **Companion (Card)** helps secure life when you are vulnerable to chances of incidence of injuries, accidents, medical conditions and health emergencies at any kind of location, irrespective of whether the location is a part of an everyday experience or is visited incidentally.

The **Companion (Card)** increases the 24x7 preparedness to help you empower anyone to protect or preserve your life, via information that helps reduce threat, risk and issues in decision-making.

The Companion Card also includes a **Secure Your Health (booklet)** and **Disaster management** + **First Aid Guides** that can increase wellness and add measures to be taken after an incidence or accident not with the idea to cure, or to replace services offered by the medical community but to prevent further harm from happening.

**B. Availability of card**

The Companion (Card) will be available as handouts to all people, or as a mobile application enabled download to those who are mobile savvy and as a corporate (full-fledged) product for healthcare providers, businesses, institutions, apartment associations interested in promoting veritable health and wellness.

**C. How to fill in the card**

The Companion (Card) needs you to follow a set of standardized steps such as

**Side 1 of the card**

**Step 1:** If your card has been stored in a VeriWrite database, you will need to tick [Y] in the option or you will need to tick [N].

For people availing the Card as a simple handout, the card information will not be stored in a database unless the same is explicitly uploaded using a specific application.

**Step 2:** If your card is part of a mobile application or corporate product, the Card No will be automatically generated with the help of the following algorithm.

**Card No:** <VERIWRITE NO or Social Security No or Seamless Care No orAADHAAR NO or HEALTHCARE POLICY NO>\_<Name as entered in the card>

If your card is a simple handout, you can enter your Card No by adopting the above algorithm or leave it blank.

**Step 3:** You will need to enter your name as mentioned in your Social Security No or Aadhaar Card or Seamless Care No or Healthcare Policy.

In case you do not have both or have issues with either of the two, you can enter your name in the following format.

**Name:** <First name> <Last Name>

**Step 4:** You will need to enter your sex as Male, Female or Others as applicable

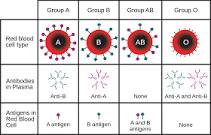
**Step 5:** You will need to enter your age in presently completed years and months.

In case you are not sure you can enter the approximate number of years completed.

**Photograph**: You are expected to paste or upload your recent photograph to help associate the card with yourself (the person carrying the card).

**Blood Group:** You will need to enter your blood group, after the same has been tested at a diagnostic laboratory.

The users of the card will not rely on the blood group recorded for a person, as it is recommended that the same be ascertained as appropriate from other sources and at the healthcare provider’s facility.



To address the case of a passer-by or medical representative or healthcare expert needing to use the afflicted person’s mobile for details of the card, it will be expected that to enable such access, the afflicted person will secure access to his or her mobile via a specific screen lock pattern i.e. the letter denoting the blood group of the person - for example “U inverted” for all people with blood groups A+ or A-, for example “modified R” for all people with blood groups B+ or B-, for example “modified O” for all people with blood groups O+ or O- and “modified G” for all persons with blood group AB+ or AB-.

This information will be understood only by people pledging to use the “Companion Card” to preserve and protect life. This is the only easy but universal solution that can be developed without expecting the mobile vendors to re-design software specific facilitation of emergency access to a mobile.

**Step 6:** You will need to enter your blood pressure level as Low, Normal or High.

It is compulsory that you know your blood pressure levels when you enter this information.

**Step 7:** You will need to enter your blood sugar level as Low, Normal or High.

It is compulsory that you know your blood sugar levels when you enter this information.

**Step 8.a:** You will need to enter whether you suffer from any other life changing condition like

Epileptic, Narcolepsy, Paralyzed, Disabled, Specially-able, Blind, Deaf, Mute or indicate any other point of concern.

**Step 8.b:** You will need to enter whether you suffer from anti-microbial resistance like

[ ] First-line antibiotics mentioned in a culture & sensitivity report have not worked for you.

[ ] Antibiotic Susceptibility Test with AMR indication for susceptible, intermediate and resistance results for priority pathogens and antibiotics

**Step 9:** You will need to enter whether you are an organ donor with details about the organs you have pledged to donate

**Step 10:** You can enter your **Social Security No or Aadhaar Number** or **Seamless Care No** if you would like to explicitly provide this information. In the future, it is expected that this linking may provide some other benefits.

**Step 11:** You can enter your Healthcare Policy Number if you would like to explicitly provide this information. In the future, it is expected that this linking may provide some other benefits.

You also are expected to enter your Healthcare Policy name at the top of the card, for easy reference, In case you do not have a healthcare policy you can leave it blank.

**Step 12:** You can enter the valid from and valid till details for your Card to help anyone use your information to protect or save your life.

If you do not enter this information, then it is expected that the details in your Card are always valid:

**Side 2 of the card**

You are expected to enter your Name or Card number on this side too, if you are manually entering information. This step will ensure visibility and relevance for a person referring to only this side of the card,

**Step 13: Whom to contact and important details in an emergency**

**13.1: Telephone numbers:** Enter the numbers that you would like someone to call in case of a need

**13.2: Name of a family doctor or physician and contact numbers** if these details are available

**13.3: Name of a preferred hospital or nursing home** if you would like specific medical practitioners or staff to be consulted when there is a need

**13.4: Medical history** if you would like specific details of your history to be available when there is a need.

In case you would like to empower a person/medical representative/healthcare expert to lookup up this information you can provide a URL that needs to be in a particular format

Associated URL: http://<Web site of preferred hospital or nursing home or healthcare provider>/SeamlessCare, where the web page will show 2 fields a Patient name (similar to the name in the Card) and Emergency Code to enable a person to lookup your medical history.

If the Patient name does not match, it is expected to enable you to search using the First name and Last name combination.

The Emergency Code is one that will be defined as per the (healthcare providers) segment’s response to this proposal.

**13.4: Last Major Complaint** if you would like specific details of your last major complaint to be available when there is a need.

In case you would like to empower a person/medical representative/healthcare expert to lookup up this information you can provide a URL that needs to be in a particular format

Associated URL: http://<Web site of preferred hospital or nursing home or healthcare provider>/ SeamlessCare/LastMajorComplaint, where the web page will show 2 fields a Patient name (similar to the name in the Card) and Emergency Code to enable a person to lookup your last major complaint.

If the Patient name does not match, it is expected to enable you to search using the First name and Last name combination.

The Emergency Code is one that will be defined as per the (healthcare providers) segment’s response to this proposal.

**13.5: Preferred First Aid or Emergency services** ifwould like the person or medical representative or healthcare expert to take into account the nature of first aid or emergency services that you would most likely require like

(a) The medication that is supposed to treat your incidence

(b) The medical equipment that is meant to stabilize your condition or improve it

(c) Registration for emergency admission, where the Companion Card can provide details and/or ease the difficulties faced in such circumstances. While needing to make arrangements for blood for the afflicted person, it is expected that the blood group needs to be ascertained prior to reporting any details regarding the same.

(d) The nature of first aid, treatment or immediate care; with contact numbers of healthcare experts or dedicated medical representatives or people who can clarify or confirm what is to be done.

**13.6: Whether you are on prescription medicines:** if you mention yes, it becomes important for a healthcare expert or medical representative or person providing first aid to review your medical history. This can be done by looking up the URL or medical history section.

**13.7: Whether you are under treatment:** if you mention yes, it becomes important for a healthcare expert or medical representative or person providing first aid to review your last major complaint and/or medical history. This can be done by looking up the URL or medical history & last major complaint section.

**13.8: Any adverse drug reactions:** if you mention yes, you would need to enter the drugs or medication that you are allergic to or cannot be administered.

**13.9: If found please return to:** you will need to enter an address that can be used to return the found card or a telephone number that can be called to help do this. This is important as personally you would not want to lose your card and forget about it, if you are in circumstances where you cannot re-print or re-generate the same - quite soon enough.

As a practice the following questions do arise in the implementation of this card…

**a. What will make a passer-by, or person, or medical representative or healthcare expert search for this card on your person in case of need? How will a passer-by, or person, or medical representative or healthcare expert know that this information can save your life?**

Answer: It is expected that the card will become public domain information, and sufficient highlighting will be done by different civic bodies and panels to request anyone attending to any afflicted person to search for the same on the person, while attending to an injury, accident, medical condition or emergency.

This card will have this image in the top extreme right hand corner indicating that this information can save life



**b. What can be done if at the time of need a card is lost or damaged?**

Answer: It is expected that a copy of the card of an afflicted person will be available to a healthcare expert, or medical representative or person administering first aid, via a well known mobile application on the afflicted person’s SMART phone.

To address the case of a passer-by or medical representative or healthcare expert needing to use the afflicted person’s mobile for details of the card, it will be expected that to enable such access, the afflicted person will secure access to his or her mobile via a specific screen lock pattern i.e. the letter denoting the blood group of the person - for example “U inverted” for all people with blood groups A+ or A-, for example “modified R” for all people with blood groups B+ or B-, for example “modified O” for all people with blood groups O+ or O- and “modified G” for all persons with blood group AB+ or AB-.

In case the afflicted person does not have a SMART phone with him or her or if the phone itself is damaged, it is proposed that any other identification document like the Social Security card, Aadhaar card, PAN card, Voter’s id, Driving license can be used to lookup the card for the afflicted person from a http:/**/www.Re-SeamCard.com** website if the same has been re-secured at the time of printing or generation of the card.

**G. AOEC’s toolkit offerings**

AOEC has included details on best practices and processes for Sustainable healthcare and High-performing services for Incidence mitigation and Disaster management in its toolkit offerings.

You can ask for a toolkit offering by calling the consultant on +919342867666 or by emailing [venkataoec@gmail.com](mailto:venkataoec@gmail.com)

