

104 FREQUENTLY ASKED QUESTIONS

1. What is the 104 Meeyamgi Hakshelgidamak?

104 Meeyamgi Hakshelgidamak is a toll-free, 24/7 medical helpline service under the National Health Mission (NHM) launched in Manipur on 12th March 2024 under the Department of Health Services, Manipur

2. Who can use the 104 helpline?

The public can use the service - patients, caregivers, parents, or individuals seeking medical information or assistance across the state. It is especially useful for those in rural or underserved areas with limited access to healthcare.

3. Is the 104-helpline available 24/7?

Yes, the 104 helpline operates 24 hours a day, 7 days a week, including holidays.

4. What kind of issues can I call about?

You can call 104 for:

- a. General medical advice, first aid.
- b. Guidance on common illnesses (e.g., cold, fever, diabetes, hypertension)
- c. Mental health support
- d. Women and child health concerns
- e. Information on outbreaks like dengue, malaria, COVID-19, etc.
- f. Nutrition and hygiene advice
- g. Counselling on general wellbeing, menstrual hygiene, and adolescents' physiological wellbeing.
- h. Counselling on stigmatized diseases (e.g., TB, Leprosy, HIV/AIDS, Hepatitis B/C).
- i. Support for addiction and de-addiction
- j. Referrals to nearby health facilities

5. Is there a cost to use the 104 service?

No, calling 104 is completely free of cost from any phone (landline or mobile).

6. Can I speak to a doctor?

Yes, calls are handled by trained and qualified health professionals, including doctors and counselors, depending on your query.

7. Can I get a prescription or medication advice through 104?

The helpline provides advice and information, but it does not replace a physical consultation. You may be advised on over-the-counter medications as per the prescribed norm of MoHFW, or be referred to a nearby health facility for examination and treatment.

8. Is my information confidential?

Yes. All information shared with the 104 helpline is kept confidential and is used solely for providing health-related assistance.

9. Can I get mental health or counseling support?

Yes, 104 offers access to trained counsellors who can help with stress, anxiety, depression, substance abuse, domestic violence, and other emotional or psychological concerns.

10. Can I report a public health issue or medical grievance through 104?

Yes, you can report issues like lack of access to medicines, negligence at health centers, or request public health interventions. Your feedback will be forwarded to the appropriate authorities for subsequent actions, if any.

11. Is 104 available in local languages?

Yes, the helpline supports multiple regional and local languages to ensure accessibility for all citizens of the state.

12. Can I get vaccination information through 104?

Yes. You can get details on immunization schedules for children, pregnant women, and others, including where and when to get vaccinated.

13. Can I get help for a sick child through 104?

Yes. Pediatric health advice is available, including information on symptoms, feeding, nutrition, and when to take a child to a hospital.

14. Can I get maternal and antenatal care advice through 104?

Yes, the helpline provides support for pregnant women on nutrition, routine check-ups, and postpartum care.

15. Can I call 104 to report a disease outbreak in my area?

Yes. You can report suspected outbreaks, unusual symptoms in your locality, or public health hazards. The information is passed to health authorities.

16. Is the 104 service linked to government health schemes?

Yes, 104 can guide you on various government health schemes and programs like RBSK, JSY, JSSK, SUMAN, and others, including how to avail benefits.

17. Can I call 104 on behalf of someone else?

Yes, you can call 104 to get help for a friend, family member, or neighbour, especially if they are unable to speak for themselves.

18. Do I need to register or provide identification to call?

No, registration is not mandatory. However, providing your name and contact details can help in follow-up or if referral services are needed.

19. Can I get information about sexually transmitted infections (STIs) and reproductive health?

Yes. The service offers confidential and non-judgmental support on STIs, contraception, reproductive health, and family planning.

20. Can I get information about mental health facilities or de-addiction centers through 104?

Yes. The helpline can guide you to the nearest DMHP (District Mental Health Program) or de-addiction services available through the government or approved centers.

21. Can 104 help me schedule an appointment with a doctor or hospital?

104 can guide you to nearby public health facilities and provide information on OPD days and timings.

22. Is there a limit on how many times I can call 104?

No, there is no limit. You can call as many times as needed, especially if you need updates, follow-up advice, or new health concerns arise.

23. Can I call 104 if I'm outside the state or from a different region?

104 is typically state-specific in India. You may still get through, but services and language options may vary.

24. What happens if I get disconnected during the call?

If the call drops, you can call back. If you have already shared your details, the call agent will call you back to continue assistance.

25. Does 104 offer help during disease outbreaks?

Yes. During public health emergencies, 104 often plays a critical role in providing updates, coordinating support, and addressing misinformation.

26. Can I get advice related to women's menstrual health or reproductive rights?

Yes. 104 provides confidential support and information about menstruation, contraception, pregnancy choices, and reproductive health services.

27. Can I call 104 for elderly care advice?

Yes. The helpline offers support on age-related issues like mobility, nutrition, chronic disease management, medication adherence, and fall prevention.

28. Can I get help understanding my child's vaccination card?

Yes. You can read out the entries and get help understanding the schedule, missed vaccines, and what to do next.

29. Can 104 give me advice on quitting tobacco, alcohol, or other substances?

Yes. Counselling for addiction and information about nearby de-addiction centers are available. Calls are kept confidential.

30. Can students or adolescents get mental health advice via 104?

Yes. 104 offers teen-friendly counselling for stress, anxiety, peer pressure, exam fear, and more.

31. Can I ask questions about cancer symptoms or screening?

Yes. You can get basic information about cancer warning signs, risk factors, lifestyle changes, and screening recommendations.

32. Is 104 linked with telemedicine or video consultation services?

Yes, 104 can help you schedule or connect with telemedicine services through official government platforms.

33. Can I learn about vaccine side effects and what to do after a vaccination?

Yes. You can ask about common side effects like fever, soreness, or fatigue after vaccines and when to seek medical attention.

34. Can I call 104 if I'm not feeling well but unsure whether it's serious?

Yes. 104 is the right place to start. The call agents will assess your symptoms and guide you if you need to rest, see a doctor, or seek urgent care.