

Joint Meeting on  
5<sup>th</sup> WORLD HOLISTIC NURSING CONFERENCE  
&  
2<sup>nd</sup> Annual Congress on  
EMERGENCY MEDICINE AND ACUTE CARE  
June 10-11, 2019 Helsinki, Finland

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## Urgent care: Making healthcare affordable and accessible in India

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India is a booming economy, though it is challenged by an ever-growing population and a perennially burdened health care system. Government hospitals struggle to provide quality care and health insurances are not yet within the reach of the common man. Emergency departments are in dearth and emergency transfers lack promptness and standardized practices. The infrastructure does not support air transfers (helicopter services) to all zones and also unaffordable by the majority of its citizens. Road ambulances are not quick enough, needless to say unapproachable in some urban and majority of rural areas. Call centres are not yet professional enough to cope up with the medical emergency needs of the country. With all these limitations and affordability issues, having to respond promptly to emergencies within the golden hour for this large population with a conservative mindset, there had to be a concept which could first be affordable and also accessible to the larger society. An insight into how for the first time in India, the urgent care concept evolved. How an urgent care is made affordable to the people. What are the advantages of an urgent care center in your own locality and what are the difficulties of running an urgent care center in a large developing nation? Why urgent care centers are quickly becoming the preferred choice over traditional physician appointments and emergency room visits. Peek into the heart of an Indian urgent care center which could be the future of prompt emergency care in this diverse cultural land.

### Biography

Mohammed Kaleemudin Papa is a committed Emergency Physician and Disaster Preparedness and Mitigation Trainer, currently pursuing his Fellowship in Wilderness Medicine. He was awarded 'the Best Scientific Research Paper' at the 10<sup>th</sup> Annual National Conference of the Society for Emergency Medicine, 'Dr. Shanmugasundaram Gold Medal' by an international jury. His research paper presented at the ACEP Research Forum at Boston in 2009 received much adulation. He is a Former Assistant Professor of Cardiac Care Unit at Sri Ramachandra Hospital, a tertiary care in India and Former Registrar at the Barnet & Chase Farm Hospital, NHS Trust, UK. He is a founder visionary of an unconventional 24/7 urgent care concept for India with currently six successfully functional centres, a model which provides exclusive urgent care services to students, residents and corporates. He is currently the Medical Director at HUMA Hospital established in 1987 and also Heads the HUMA Urgent Care Centre, Humanitarian Outreach Initiative (India) and Therapeia holistic health care.