

Single-Point Referral Centre

Centralized coordination for timely access to specialized psychiatric care across the North Eastern Region.



ONE REGION • ONE
POINT



TOLL-FREE HELPLINE

18003453636

TOLL
FREE



WHO CAN CALL

Doctors • Health institutions • Patients • Caregivers

HOW IT HELPS

Call. Coordinate. Facilitate.



1. Seek guidance

Ask about referral procedures, admissions, documentation and services at LGBRIMH.



2. Coordinate

Connect health centres, Medical Officers and Nodal Officers through standard referral protocols.



3. Facilitate

Support priority arrival, referral tracking, feedback and quality monitoring.

Services & Guidance

-  Referral procedures and required documentation
-  Admission process and available services
-  OPD and inpatient care information
-  Medical Officer and Nodal Officer coordination
-  Priority desk support for referred patients
-  Capacity-building and training connections

12 Salient Features

- 1 Centralized referral coordination
- 2 Dedicated toll-free helpline
- 3 Direct health-centre communication
- 4 Priority facilitation for referred patients
- 5 Standard referral protocols
- 6 Referral database and tracking
- 7 Call recording and feedback
- 8 Nodal officer network
- 9 Information and guidance support
- 10 Regional service strengthening
- 11 Capacity-building support
- 12 Improved access and utilization



Transforming mental health access for the North East

Based on LGBRIMH SPRC note • May 2026