



राजस्थान सरकार
GOVERNMENT OF RAJASTHAN



Medical Education Department

ONLINE REFERRAL APP- SETU 'Implementing the Change'

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Medical Education Department

STATEWIDE ROLLOUT & BUDGET 2026 INITIATIVE



MEDICAL EDUCATION DEPARTMENT, RAJASTHAN

SETU = SIMPLIFIED EMERGENCY TRANSFER AND URGENT REFERRAL SYSTEM



Executive Context & Model Background

Proven Model: SETU was conceptualized and operationalized at RNT Medical College, Udaipur to completely eliminate 'blind arrivals' in emergency care.

Core Objective: Standardize and replicate the SETU model across all tertiary medical colleges and peripheral feeder centers in Rajasthan.

Saving the Golden Hour:

Shifts administrative triage, bed/ICU pre-allocation, and specialist pre-alerts to the patient's transit period.



Strategic Paradigm Shift

FROM----

✖ Traditional Referral Deficits

Blind Arrivals: Receiving hospitals have zero prior notice regarding patient condition or arrival time.

Transit Inertia: Critical golden hour lost while patient is in ambulance transit.

Triage Bottlenecks: On-arrival bed hunting, stretcher delay, and clinical registration paperwork.

Specialist Delays:

On-call doctors summoned only after patient physical arrival at ED.

Strategic Paradigm Shift TO ----



SETU Rapid Redressal Model

Pre-Informed Triage: Clinical stats & ETA ingested into central command room during transit.

Bed Reservation: Pre-allocation of ICU beds, resuscitation bays, and ventilators before arrival.

CUG Pre-Alert: Automatic alert to trauma, OBGYN, pediatrics, and cardiac specialists via CUG.

Zero Wait Transfer: Immediate direct transfer from ambulance to reserved care bed.

Key Technical Capabilities



QR Code-Based Mobile Referral Entry: Peripheral medical officers scan facility-specific QR codes to immediately upload standardized digital clinical data without heavy infrastructure.



24x7 Command Desk & Audio Alarms: Dedicated control room desktop computers with high-decibel speakers trigger immediate audible alerts upon receiving critical cases.



Live GPS & Transit Tracking: Continuous tracking of ambulance movement and ETA, accompanied by active attendant communication.



Closed User Group (CUG) Network: Dedicated CUG mobile phones floor-deployed to enable direct, uninterrupted lines between referring MOs, command desk, and specialists.

Core Software Ecosystem

The SETU platform operates under the **Integrated Raj Swasthya App** framework, incorporating the following core clinical modules:

- **Patient & Hospital Master:** Unified digital registry across mapped health facilities.
- **SETU Referral Form:** Standardized form logging provisional diagnosis, vitals, urgency level, and ambulance details.
- **Emergency Receiving Queue:** Live dashboard displaying incoming transfers sorted by ETA and severity.
- **Command KPI Engine:** Automated tracking of turnaround times (TAT) and departmental response efficiency.

Introducing SETU: Simplified Emergency Transfer and Urgent Referral



A technology-enabled nervous system connecting peripheral health institutions with tertiary care, operating on zero extra infrastructure cost.

Command Center Operational Setup

Command Center Setup

Dedicated Command Centers / Control Rooms established at all designated **Level-I, Level-II Medical Colleges** and **Level-III District Hospitals**.

24x7 Rotational Operation: Command desks function continuously across three 8-hour shifts to handle incoming alerts without coverage gaps.

Key Operational Mandates

Instant Audio Alarm Ingestion: Continuous monitoring of wall-mounted dashboards and audio alarm triggers.

Outbound Departure Call: Immediate outbound phone call to ambulance crew/attendant to confirm departure, route, and vital stability.

Daily Digital Logging: Ingestion of referral case parameters into the Master Command Register for QA audits.

Dedicated Manpower Allocation FOR COMMAND CENTRE & EMERGENCY UNIT

Operational Shift	Nursing Deployment	Computer Operators	Emergency Coordinators
Morning Shift	1 Senior Nursing Officer (SNO)	2 Operators	1 Coordinator per Emergency Unit
Evening Shift	1 Nursing Officer (NO)	1 Operator	1 Coordinator per Emergency Unit
Night Shift	1 Nursing Officer (NO)	1 Operator	1 Coordinator per Emergency Unit
Leave Reserve	1 Nursing Officer (NO)	1 Operator	Rotational Standby Coverage

Tiered Referral Hierarchy Mapping



Level-I Centers

6 Govt Medical Colleges:

1. SMS MC, Jaipur
2. JLN MC, Ajmer
3. RNT MC, Udaipur
4. SPM MC, Bikaner
5. SN MC, Jodhpur
6. GMC, Kota



Level-II Centers

9 Raj-MES Medical Colleges:

1. RUHS, Jaipur
2. MC Jhalawar
3. Barmer
4. Bharatpur
5. Bhilwara
6. Pali |
7. Churu
8. Sikar
9. Dungarpur



Level-III Feeder Units

District Hospitals (DH) & below:

Dausa, Ganganagar, Alwar, Banswara, Hanumangarh, Chittorgarh, Dholpur, Tonk, Nagaur, Sawai Madhopur, Bundi, Jaisalmer, Jhunjhunu, Sirohi, Baran, Karauli.

Institutions of Medical and Health including all remaining DH, SDH, CHC, PHC .

Control Room Infrastructure

Hardware & Telecom Requirements

Display Systems: 1 Wall-mounted LED Monitor for real-time dashboard display.

Desktop PC & Alarm: High-volume external speakers programmed to play instant audible alarms upon alert receipt.

Dedicated CUG Handsets: CUG mobile phones provided to floor duty staff for shift handovers and specialist alerts.

Peripherals: 1 Heavy-duty printer, landline intercom, furniture, and high-speed internet line.



Governance & HR Structure



Institutional Nodal Officer

Faculty-level officer leading administrative coordination, policy compliance, and quarterly reporting at each medical college.



Command Coordinators

Rotational SNO/NO & Computer Operators managing 24x7 real-time monitoring and verification calls.



ED Coordinators

Direct floor leads stationed in every emergency unit.



Departmental CUG Leads

Designated specialists & super-specialists reachable 24x7 via CUG for immediate pre-arrival preparation.

Standard Operating Workflow

Step 1: QR Scan

Peripheral MO scans QR code, logs vitals, diagnosis, urgency, & ambulance details.

Step 2: Command Alert

Audio alarm sounds at Control Room. Staff makes outbound call to verify departure & ETA.

Step 3: Pre-Arrival Prep

ED Coordinator reserves bed/bay. CUG pre-alert issued to OT/Cath Lab/Specialist teams.

Step 4: Rapid Transfer

Patient arrives; zero administrative wait time. Shifted directly to reserved care bed.

Patient Tracking & TAT Parameters

S.No.	Parameter / Action Item	Mandatory Log Parameter
1	Information Received at Command Center	Exact Time (AM/PM) & Referral ID
2	Information Dispatched to ED Coordinator	Name of Coordinator & Timestamp
3	Patient Physical Arrival at Facility	Exact Arrival Timestamp
4	Attended & Examined by Doctor / MO	Name of Doctor & Timestamp
5	Shifted to Ward / ICU / Resuscitation Bay	Destination Unit & Timestamp

SETU | Special Monitoring Desk (SMD)

LIVE MONITORING

Ref ID: 12
Example: 12

STEP 1: Patient Verification



Operations Control Room: Live Status Log



STEP 2: Select Update Category



SETU - SMD page |

1 Calling / Contact Status	2 Doctor Intimation Status	3 Ward Arrivals Status	4 Departmental Referral Status	5 Feedback Comment
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Rapid Referral Redressal System



Priority 1: RED (Immediate)

Priority 2: YELLOW (Delayed)

Priority 3: GREEN (Minor) **SELECTED** ✓

Priority 4: BLACK (Deceased)



Level 1
Apex Medical Colleges

Level 2
New Medical Colleges / RUHS

Level 3
District Hospitals

Secure Login
(Staff & Admin)

Username

Password

Login

SETU: Bridging
Hospitals,
Better Care

SETU Referral Form

Essential Patient Vitals

BP	Heart Rate	SpO2
120 / 80	125	90%

Provisional Diagnosis *

Provisional Diagnosis

Provisional Diagnosis *

Developed by **VIGORUS AI**
© DOIT&C

URGENT CARE FLOW



SETU: RED ALERT



APEX MEDICAL
COLLEGE

AMBULANCE

GREEN TRIAGE: EASY STEP



SETU: MINOR INJURIES



PRIORITY-3



walking

✓ SELECTED

Name * Last name *

Frial date * Vitals

Vital sign or tilted

Password

✓ SELECTED

Forgot

LOGIN & ACCESS



SETU: STAFF & ADMIN ACCESS

- iHMS Integration
- Real-time Updates
- Secure Data

GET READY FOR ETA



ETA: TRACK ARRIVALS

30m / 45m / 60m

RECV. HOSP. INFORMD.



SETU: LIVE EMERGENCY QUEUE!



EMERGENCY:

6



PENDING:

12



IN TRANSIT:

1



NEW ALERT! (68y M)

Dausa
DISTRICT HOSPITAL



SMS MEDICAL
COLLEGE, Jaipur



Form B
(Triage Response)



Form C
(Bay Allocation)



Form D
(Handover)

SETU: BRIDGING HOSPITALS



RED ALERT (Critical)



YELLOW (Delayed)



GREEN (Minor)



BAY UNASSIGNED ALERT!

EMERGENCY TRIAGE & INBOUND TRACKING



SETU: Inbound Emergency Reports



RED ALERT
(Critical)

! 🔔 6

YELLOW
(Delayed)

🕒 ⏏ 2

GREEN
(Minor)

✅ ⏏ 2

CLINICAL AUDIT & OUTCOME REGISTER



iHMS

SETU | Rapid Referral System

SMS Medical College, Jaipur



SETU - SMD Tracking Logs



**PILOT
PROJECT**

REF ID	PATIENT NAME	REFERRING HOSPITAL	ENTRY DATE & TIME
		 NO ENTRIES FOUND	



filter

ALL ENTRIES

PATIENT REACHED



Turnaround Time & Command Register



TAT

 **ACTUAL ARRIVAL**



10:30AM



**DOOR-TO-DOCTOR
(TAT)**

45m

✓ **TARGET MET**

REF ID	REFERRED FROM	EMERGENCY DEPT	SUPER SPECIALTY	DOOR-TO-DOCTOR (MINS) 
REF001	District Hospital A	Triage Area	Cardiology	45m



filter

SMS Medical College, Jaipur

PILOT PROJECT ACTIVE

 **SECURE ACCESS**

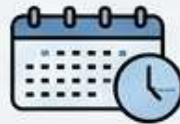
RECEIVING REFERRAL REPORTS



DATE & TIME	REFERRED FROM	PATIENT DETAILS	URGENCY
			 RED YELLOW GREEN

FORM B/C/D STATUS
(CONCEPT)



TOTAL INBOUND (DAILY)	DATE TIME	REFERRED FROM	PATIENT DETAILS	URGENCY
				 RED YELLOW GREEN

AVG. TAT
(DOOR-TO-DOCTOR)



filter

SMS Medical College, Jaipur

PILOT PROJECT ACTIVE

SECURE COMMAND REGISTER

राजस्थान सरकार
निदेशालय चिकित्सा शिक्षा, जयपुर

चिकित्सा शिक्षा भवन, जयपुर कॉलोनी, गोविन्द मार्ग जयपुर - 302004
Email: dme.dydirha@rajasthan.gov.in Phone no.: 0141-2601727
Website: <https://medicaleducation.rajasthan.gov.in>

F.21(183)(37)/DME/HA/BA2026-27/Integrated RajSwasthya APP/2026/E-05772/ 1449 Date 12/8/2026

प्रधानाचार्य एवं नियंत्रक,
चिकित्सा महाविद्यालय,
जयपुर, जोधपुर, बीकानेर, उदयपुर, अजमेर एवं कोटा।

प्रधानाचार्य एवं नियंत्रक,
आरयूएचएस-सीएमएस, जयपुर।

प्रधानाचार्य,
समस्त चिकित्सा महाविद्यालय, राजमेस।

विषय:- SETU (Simplified Emergency Transfer & Urgent Referral) प्रणाली के पूर्ण क्रियान्वयन हेतु मुख्य चिकित्सालय में कंट्रोल रूम एवं आपातकालीन विभागों में समन्वयक डेस्क स्थापित करने तथा मैनपावर एवं आवश्यक उपकरणों के प्रावधान के संबंध में

उपरोक्त विषयान्तर्गत राज्य में आपातकालीन चिकित्सा सेवाओं के सुदृढीकरण, रेफरल को सुनियोजित किये जाने तथा मरीजों के स्थानांतरण के दौरान गोल्डन आवर में त्वरित उपचार सुनिश्चित करने के उद्देश्य से सेतु एप को राज्य भर में लागू किया जाना है।

SETU प्रणाली के सुचारु, निर्बाध एवं 24x7 प्रभावी संचालन हेतु चिकित्सा महाविद्यालय स्तर पर समर्पित सेंट्रल कमांड सेंटर / कंट्रोल रूम स्थापित किया जाये एवं संलग्न चिकित्सालयों की इमरजेंसी में इमरजेंसी कोऑर्डिनेटर नामित किये जाने हैं।

उपरोक्तानुसार संचालित किये जाने वाली व्यवस्था में निम्नानुसार कर्मचारियों का पदस्थापन एवं तकनीकी/व्याघात संसाधनों की व्यवस्था प्राथमिकता के आधार पर (मीजूदा स्टाफ एवं उपलब्ध संसाधनों में से पुनर्नियोजन कर) तत्काल सुनिश्चित करें-

1. कंट्रोल रूम को 24x7 निरंतर संचालित रखने हेतु निम्नलिखित रोस्टर के अनुसार मीजूदा स्टाफ में से समर्पित कर्मचारियों का पदस्थापन करावै-

पारी	आवश्यक मैनपावर
प्रातः कालीन	1. वरिष्ठ नर्सिंग अधिकारी + 2 कंप्यूटर ऑपरेटर
सायंकालीन शिफ्ट	1 नर्सिंग अधिकारी + 1 कंप्यूटर ऑपरेटर
रात्रि शिफ्ट	1 नर्सिंग अधिकारी + 1 कंप्यूटर ऑपरेटर
अवकाश आरक्षित	1 नर्सिंग अधिकारी + 1 कंप्यूटर ऑपरेटर
इमरजेंसी कोऑर्डिनेटर	प्रत्येक 8 घंटे की पारी में प्रत्येक आपातकालीन विभाग में प्रत्येक 1 समर्पित इमरजेंसी कोऑर्डिनेटर

RajKaj Ref No.: 23060223

Digitally signed by LOKESH KUMAR SAHAL
Designation: Additional Director
Date: 2026-08-12 12:24:55 IST

2. आवश्यक उपकरण एवं बुनियादी ढांचा डिस्ले सिस्टम:-

- रियल-टाइम डैशबोर्ड प्रदर्शित करने हेतु यॉल-माउंटेड एलईडी मॉनिटर, कंप्यूटिंग हार्डवेयर एवं ऑडिबल अलार्म सहित डेस्कटॉप कंप्यूटर जो उच्च-ध्वनि वाले स्पीकरों से युक्त हों ताकि नया रेफरल अलर्ट प्राप्त होते ही तत्काल ऑडिबल अलार्म बज सके।
- इंटरनेट कनेक्टिविटी: उच्च गति युक्त निर्बाध इंटरनेट कनेक्शन।
- प्रिंटिंग इंफ्रास्ट्रक्चर: भौतिक रिकॉर्ड संचारण हेतु 1 हैवी-ड्यूटी प्रिंटर।
- मोबाइल व लैडलाइन: 1 समर्पित स्मार्टफोन एवं 1 लैडलाइन/इंटरफॉर्म कनेक्शन।
- CUG नेटवर्क (महत्वपूर्ण घटक)- ड्यूटी स्टाफ एवं ऑन-कॉल विशेषज्ञों/सुपर-स्पेशलिस्टों के मध्य निर्बाध संचार हेतु CUG (Closed User Group) मोबाइल हैंडसेट।
- आवश्यक फर्नीचर एवं स्टेशनरी

3. नोडल अधिकारी - संस्थान स्तर पर समग्र प्रशासनिक समन्वय, क्रियान्वयन एवं रिपोर्टिंग हेतु नोडल अधिकारी नामित कर अधोहस्ताक्षरकर्ता को सूचित किया जाना सुनिश्चित करावै।

(लोकेश कुमार सहल)

अतिरिक्त निदेशक (अस्प. प्रशासन)

F.21(183)(37)/DME/HA/BA2026-27/Integrated RajSwasthya APP/2026/E-05772/ 1449 Date 12/8/2026

प्रतिलिपि निम्नलिखित को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित है:

- विशिष्ट सहायक, माननीय मंत्री, चिकित्सा एवं स्वास्थ्य विभाग, राजस्थान सरकार।
- संयुक्त सचिव, मुख्य सचिव कार्यालय, राज० सरकार, जयपुर।
- निजी सचिव, प्रमुख शासन सचिव, चिकित्सा एवं स्वास्थ्य तथा चिकित्सा शिक्षा विभाग, राजस्थान।
- निजी सहायक, आयुक्त, चिकित्सा शिक्षा विभाग, राजस्थान, जयपुर।
- निदेशक (सूचना प्रौद्योगिकी एवं संचार विभाग - DOITC) को सर्वर एवं एप होस्टिंग हेतु।
- रक्षित पत्रावली।

अतिरिक्त निदेशक (अस्प. प्रशासन)

Digitally signed by LOKESH KUMAR SAHAL
Designation: Additional Director
Date: 2026-08-12 12:24:55 IST

RajKaj Ref No.: 23060223

F.21(183)(37)/DME/HA/BA2026-27/Integrated RajSwasthya APP/2026/E-05772 part 1/ 1604 Date: 9/9/26

Principal & Controller,
Medical Colleges SMSMC Jaipur,
SNMC Jodhpur, SPMC Bikaner,
RNTMC Udaipur, JLNMC Ajmer,
GMC Kota & RUHS-CMS Jaipur.

Principal,
All Medical Colleges, Raj-MES,
All Medical Superintendents / PMOs, Associated Hospital Groups,
Medical Education & Raj-MES.

Director (Public Health),
Directorate of Medical & Health Services,
Jaipur

Subject: Regarding implementation of SETU-Referral App.
Reference: Directorate Letter No. 1449 dated 12/08/2026.

In reference to the subject cited above, the SETU App has been launched across the State to strengthen emergency medical care, streamline patient transfer/referral mechanisms, and ensure timely and specialized treatment during the crucial 'Golden Hour'.

Since the implementation of the app requires extensive coordinated work between Medical Education Department and Medical & Health Department, therefore to ensure rigorous oversight, cross-district coordination, and continuous supportive supervision across all Medical Colleges and Public health facilities, following Division-wise Zonal Nodal Officers are hereby appointed:

Zonal Division Group	Allocated areas (Division Jurisdiction)	Nominated Zonal Nodal Officer
Group - 1	Jodhpur, Bikaner, Udaipur, Ajmer, Divisions	Dr. Vipin Mathur Medical Superintendent, Super Specialty Hospital, R.N.T. Medical College, Udaipur
Group - 2	Jaipur, Kota and Bharatpur Divisions	Dr. Pawan Singhal Senior Professor, Department of ENT, SMS Medical College & Hospital, Jaipur

Key Responsibilities of Zonal Nodal Officers:

1. An office will be provided to the Nodal Officers by Principal & Controller, Medical College SMSMC Jaipur and RNTMC Udaipur. Two Information Analyst shall be allocated to the concerned Nodal Officers by PMCs. Nodal Officers to build up a team for the purpose and same shall be communicated to the undersigned. Concerned CMHOs and PMOs shall also coordinate with the nodal officers for all the needful.
2. **Control Room & Emergency Desk Supervision:** Continuously verify the 24x7 operational readiness of the Central Command Centers and Emergency Coordinator Desks across all allocated medical colleges and attached hospitals as well as referrals from all the public health facilities (CHC, PHC, SDH, DH etc) in the State.
3. **Manpower & Infrastructure Compliance:** Inspect and ensure actual physical deployment of nursing staff, computer operators, audible alarms, real-time LED dashboards, and CUG communication devices across all shifts.
4. **Golden Hour Monitoring & Pre-Arrival Readiness:** Monitor referral response times, bed/ICU pre-allocation, and immediate clinical team mobilization prior to patient arrival.
5. **Regional Referral Audit & Dispute Resolution:** Investigate referral rejection/delay instances, coordinate directly with Principals/Superintendents/ CMHOs/ PMOs and other officials of district administration to resolve operational bottlenecks, and conduct structured regional clinical audits.
6. **Periodic Review & Reporting:** Conduct regular virtual/physical review meetings with institutional nodal officers and submit periodic compliance/analytical reports to the State Monitoring Cell.

All concerned authorities are directed to ensure strict, time bound compliance with the above instructions on top priority and submit an updated action-taken compliance report on the email dme.setu1@gmail.com. The above Nodal Officers shall regularly submit report to undersigned as well as Hospital Administration wing, DME (HQ) regarding implementation status of the app.

(Gayatri Rathore)
Principal Secretary to the Government
Medical Education and Medical & Health Department

F.21(183)(37)/DME/HA/BA2026-27/Integrated Raj-Swasthya APP/2026/E-05772 part 1/ 1604 Date: 9/9/26
Copy to:

1. Joint Secretary, Chief Secretary's Office, Government of Rajasthan, Jaipur.
2. PS to Principal Secretary, Medical & Health and Medical Education Department, Rajasthan, Jaipur.
3. PA to Commissioner, Medical Education Department, Rajasthan, Jaipur.

Potential Strategic Impact



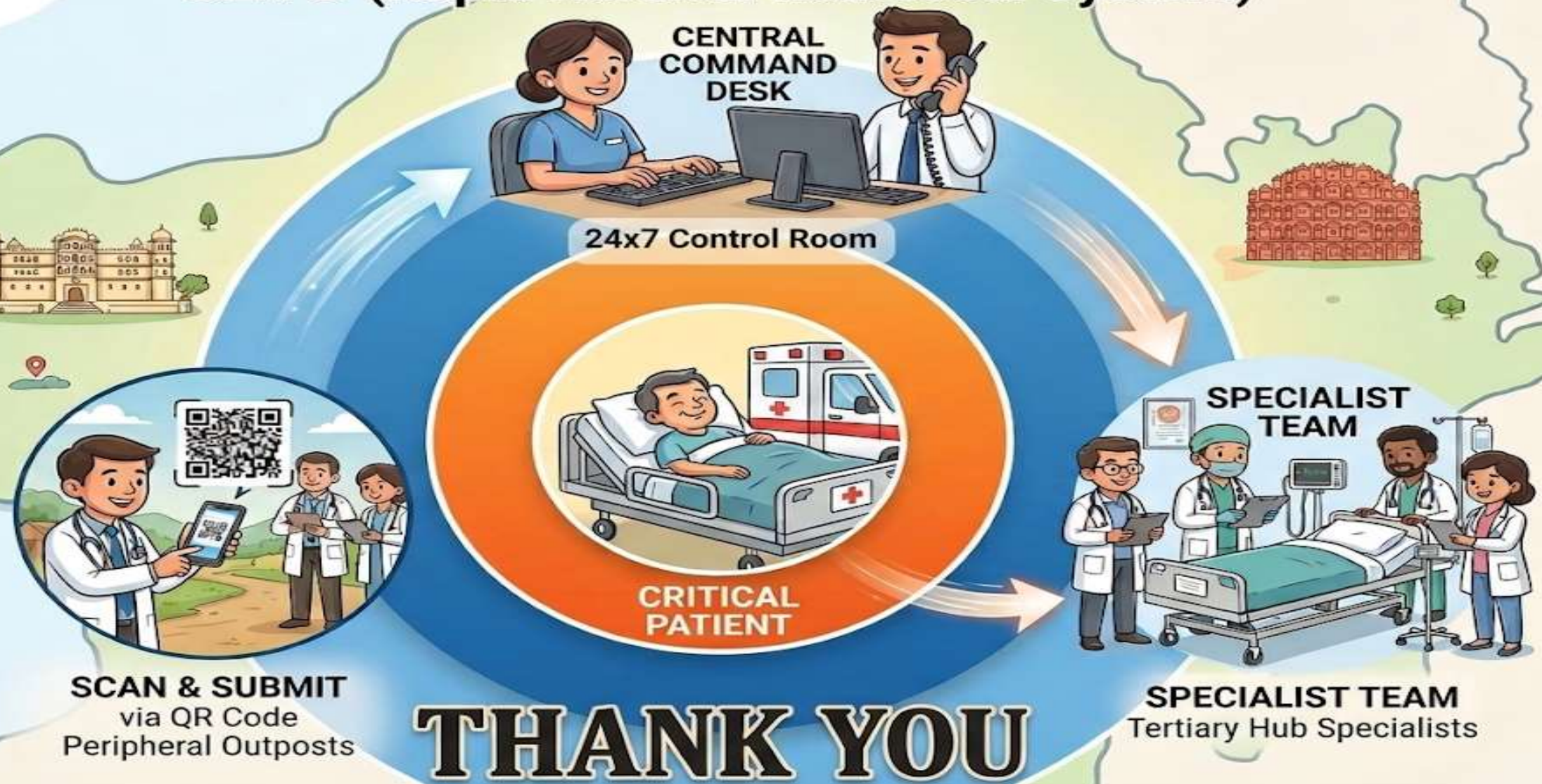
Transforming Emergency Health

Zero Blind Arrivals: 100% pre-informed emergency entries across mapped tertiary centers.

Golden Hour Protection: Immediate pre-arrival preparation for stroke, trauma, high-risk obstetrics, and pediatric emergencies.

Scalable Public Blueprint: Low-cost, highly effective digital model positioning Rajasthan as India's pioneer in digital emergency referral integration.

SETU (Rapid Referral Redressal System)



Designed & Developed by DoIT&C,
Government of Rajasthan

