



Ministry of Health and Family Welfare



More than Half a Crore patients served by the National Telemedicine Service (eSanjeevani) during the COVID-19 Pandemic



Daily, over 1500 doctors serve patients remotely through eSanjeevani telemedicine platform

Few States working towards rolling out special Home Isolation OPDs wherein patients can be screened remotely for COVID-19 by final year MBBS students

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In around a little over one year eSanjeevani, the flagship National Telemedicine Service of MoHFW has served more than 50 lakh (more than half a crore) patients. Patient to Doctor remote consultation services were rolled out by the Union Ministry in April 2020 while the OPDs in the country were closed during first lockdown. The eSanjeevani initiative is operational in 31 States/Union Territories in the country and daily around 40,000 patients across the country are using this contactless and risk-free modality of healthcare services delivery.

There are two modules of eSanjeevani:

eSanjeevaniAB-HWC - the doctor to doctor telemedicine platform- is being implemented at all the Health and Wellness Centres in the country in hub and spoke model under Ayushman Bharat Scheme of Government of India. So far, eSanjeevaniAB-HWC has been implemented at 18000+ Health and Wellness Centres and 1500+ Hubs and by December 2022 telemedicine would be operational at 1,55,000 Health & Wellness Centres. eSanjeevaniAB-HWC was rolled out in November 2019 and 22 States have started using this digital modality for far close to around 2 million patients have been extended health services by doctors and specialists. In all over 21,000 users including specialists, doctors and community health officers have been trained and onboarded on eSanjeevaniAB-HWC.

The other module of National Telemedicine Service is eSanjeevaniOPD. It has been rolled out in 28 States/UTs. Over 350 OPDs have been set up on eSanjeevaniOPD, over 300 of these are specialty OPDs. Over 30,00,000 patients have been served through eSanjeevaniOPD, a free of cost service. This modality of digital health enables delivery of health services to the citizens in the confines of their homes.

f Since the onset of the pandemic, the National Telemedicine Service of the Ministry of Health and Family Welfare amongst patients and doctors has witnessed rapid and widespread adoption. eSanjeevani has been performing as a parallel stream of country's healthcare delivery system that is already overburdened. At the time of roll out in April last year, eSanjeevani was primarily envisioned as a modality to provide non-COVID related health services, however, based on the potential benefits of this application of eHealth the States were quick to design processes and workflows to utilise eSanjeevani for delivering health services related to COVID-19. States have set up OPDs for monitoring and management of COVID-19 home quarantined patients.

in Few States are working towards rolling out special Home Isolation OPDs wherein the patients will be screened for COVID-19 and for remote screening purposes States are planning to engage final year MBBS students. Owing to the increasing load of cases, in few States eSanjeevani OPD is being used round the clock. Tamil Nadu is the first state to record over 10 lakh consultations on eSanjeevani. The Ministry of Defence too has roped in veterans of Armed Forces Medical Services to provide their services to the public in selected States.

At C-DAC's centre in Mohali, the creators of eSanjeevani are working towards adding another innovative feature in eSanjeevani OPD that will enable roll out of National OPDs on eSanjeevani OPD. These National OPDs will enable doctors to offer remote health services to patients in any part of the country. This will, to some extent help in addressing the challenges like shortage and uneven distribution of doctors and specialists in various regions of the country.

Leading 10 States in terms of adoption (number of consultations) of eSanjeevani are Tamil Nadu (1044446), Karnataka (936658), Uttar Pradesh (842643), Andhra Pradesh (835432), Madhya Pradesh (250135), Gujarat (240422), Bihar (153957), Kerala (127562), Maharashtra (127550) and Uttarakhand (103126).



12-May-21	eSanjeevani Consultations			
Sl. No.		TOTAL (HWC & OPD)	eSanjeevaniAB-HWC	eSanjeevaniOPD
	INDIA	5009986	1991253	3018733
1	Tamil Nadu	1044446	58046	986400
2	Karnataka	936658	239729	696929
3	Uttar Pradesh	842643	109273	733370
4	Andhra Pradesh	835432	816619	18813
5	Madhya Pradesh	250135	247525	2610
6	Gujarat	240422	38380	202042
7	Bihar	153957	153957	0
8	Kerala	127562	3	127559
9	Maharashtra	127550	85478	42072
10	Uttarakhand	103126	662	102464
11	Himachal Pradesh	79720	78203	1517
12	Chhattisgarh	71552	71273	279
13	Assam	71545	55619	15926
14	Haryana	37761	4878	32883
15	Punjab	23639	20886	2753
16	Rajasthan	20424	80	20344
17	Delhi	16996	0	16996
18	West Bengal	8191	6005	2186
19	Jharkhand	5369	28	5341
20	Odisha	4049	4049	0
21	Manipur	3328	0	3328
22	Chandigarh	2548	0	2548
23	Jammu & Kashmir	1477	0	1477
24	Mizoram	466	330	136
25	Telangana	446	0	446
26	Arunachal Pradesh	124	0	124
27	Dadra & NH & DD	121	76	45
28	Goa	114	49	65
29	Meghalaya	107	107	0
30	Ladakh	71	0	71
31	Puducherry	9	0	9

MV

HFW/e-Sanjeevani/13thApril 2021/4

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