Ministry of Health & Family Welfare
Government of India

eSanjeevaniOPD
STAY HOME OPD

स्वस्थ भारत

eSanjeevaniOPD 1.0 [Proto] – A user guide (for Citizens)

Contents

Getting Started

The Ministry of Health & Family Welfare (MoHFW), Government of India has provisioned eSanjeevaniOPD - SAFE HOME OPD, a citizen-friendly web-based teleconsultation system that aims to provide healthcare services to patients through safe & structured video-based clinical consultations between a doctor in a hospital and a patient in the confines of his home.

About eSanjeevaniOPD

eSanjeevaniOPD (esajneevaniopd.in) is a national onlineOPD service that enables patients to consult doctors. It is first of its kind patient-to-doctor telemedicine system that will serve as an National teleconsultation service. **eSanjeevaniOPD** has been developed and deployed by the Health Informatics & Electronics Division at Centre for Development of Advanced Computing, Mohali (Punjab). Please visit the eSanjeevaniOPD website for more information and to use the national teleconsultation service.

The Ministry of Health and Family Welfare
The Ministry of Health and Family Welfare (MoHFW) is charged with the health policy in India. It is also responsible for all government programs relating to family planning in India. The ministry is composed of two departments: the Department of Health and Family Welfare and the Department of Health Research. eHealth Section of MoHFW is looking after national policies and implementations pertaining to eHealth initiatives of MoHFW.

Centre for Development of Advanced Computing (C-DAC) is the premier R&D organization of the Ministry of Electronics and Information Technology (MeitY). C-DAC is working on strengthening national technological capabilities in the context of global developments in the field and responding to change in the market need in selected foundation areas. As an institution for high-end Research and Development (R&D), C-DAC has been at the forefront of the Information Technology (IT) revolution, constantly building capacities in emerging/enabling technologies and innovating and leveraging its expertise, caliber, skill sets to develop and deploy IT products and solutions for different sectors of the economy, as per the mandate of its parent, the Ministry of Electronics and Information Technology, Government of India and other stakeholders including line ministries, funding agencies, collaborators, users and the market-place. Health Informatics Group at C-DAC's centre in Mohali is one amongst the pioneers in eHealth/telemedicine technologies in Asia.

The Ministry of Health and Family Welfare, Government of India and the eSanjeevaniOPD team at C-DAC Mohali, urge you to stay home.

System Requirements

eSanjeevaniOPD at esanjeevaniopd.in is a web-based system and does not require an installation. eSanjeevaniOPD requires the following combination of hardware and software to function.

Hardware
- A laptop or a desktop computer or a full-sized tablet with a camera, microphone and speakers that can run the latest versions of Chrome and Firefox
- For a full motion full colour video conferencing - 2mbps Internet connectivity
- A working mobile phone to send/receive OTPs by SMS

Software
- Google Chrome version 79 or later
- Mozilla Firefox version 75 or later

➔ *Note: The eSanjeevaniOPD website currently performs best when used on a Laptop/Tablet with a 720P or higher resolution.*
➔ *Note: Users **must** allow eSanjeevaniOPD access to the microphone and camera on the device that they wish to use.*

Using eSanjeevaniOPD

eSanjeevaniOPD version 1.0 has been designed to be an extremely simple and easy-to-use telemedicine system that requires minimal effort from the user. Users must know how to use a browser and access a website to start using eSanjeevani.

User flow

Using eSanjeevaniOPD is a simple 4 step process to get the consultation you need.

1. Register on the eSanjeevaniOPD and generate a token number

2. Wait for the SMS notification to log on to eSanjeevaniOPD

3. Join waiting queue in Consultation Room and press the CALL NOW button when enabled

4. Consult the doctor on call and get an instant ePriscription
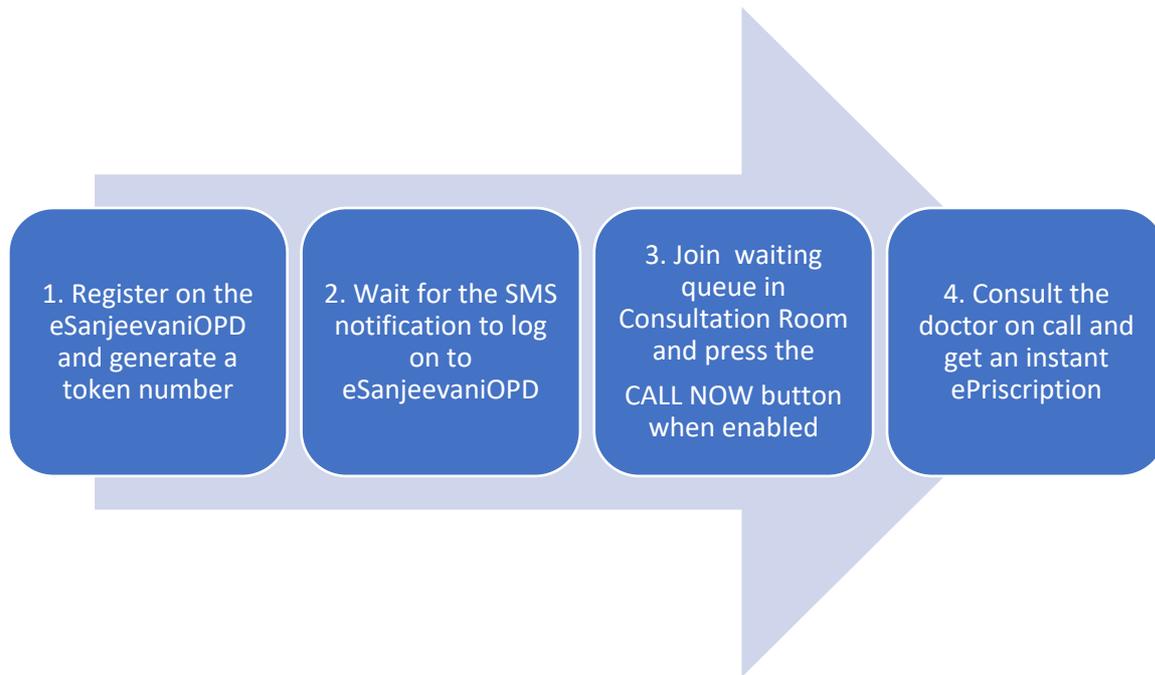
Step 1 – Registering with eSanjeevaniOPD for the first time

All new users must register on the eSanjeevaniOPD website before logging in and trying to use the facility.

Refer to the following steps to register with eSanjeevaniOPD:

1. Visit https://www.esanjeevaniopd.in
2. Click the **Patient Registration** button
   The **Patient Registration** dialog displays
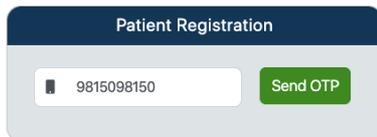
3. Enter your mobile number and click the **Send OTP** button to receive an OTP via SMS.
   *Note: If you **do not** receive an OTP within 5 minutes, click the **Resend OTP** button to get a new OTP. The OTP is only valid for 15 minutes from issue.*

4. *Enter the OTP that you received into the **Patient Registration** dialog and click **OK***
   *The **Patient Registration and Token Generation** dialog displays.*
5. *Fill all the required fields that are marked with a red asterisk (*)*
6. *If you have any existing health records such as a test result, x-ray reports etc, you may attach these files here using the **Choose File** button.*
   → *Note: You can attach up to 3 files. The file size must be under 5MB each. Only the following formats are supported:*
   - *PDF*
   - *JPG/JPEG*
   - *BMP*
   - *GIF*
   - *PDF*
   - *JFIF*

7. Once all the required fields have been filled, click the ***Generate Patient ID & Token*** button.
The following dialog displays. Click OK.
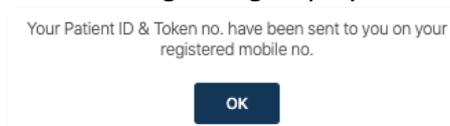
The registration process on the eSanjeevaniOPD website is complete.
You can now log in to the eSanjeevaniOPD website with the details received by you via SMS.

Step 2: Logging in to eSanjeevaniOPD

Logging in to eSanjeevaniOPD is a straightforward process. Refer to the following to log in:

1. Visit https://www.esanjeevaniopd.in
2. Click the **Patient Login** button
   The **Patient Login** dialog displays
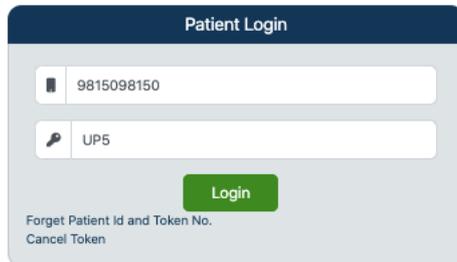
3. Enter your mobile number and Token number, then click the **Login** button to log in.
   → The Token number denotes your number in the queue at the time of generation.
   → If you do not remember your Patient ID or Token number, click **Forgot Patient ID and Token No.** to receive an SMS with these details. If you do not wish to get the consultation at this time, click **Cancel Token**.

Step 3: Joining the patient queue in the consultation room

Once you have successfully logged in, you will be added to a queue of patients in the consultation room. Wait for your turn and let the **Call Now** button to get activated once a doctor is available.

If you have any existing health records such as a test result, x-ray reports etc, you may attach these files in the **Patient Details** section using the **Choose File** button.

→ *Note: You can attach up to 3 files. The file size must be under 5MB each. Only the following formats are supported:*

- PDF
- JPG/JPEG
- BMP
- GIF
- PDF
- JFIF

→ If no doctor shows up as available for more than two minutes, please click the **Refresh** button from the **Doctor Online** panel on the left.

→ if you wish to log out, click the logout icon.

Step 4: Starting the eSanjeevaniOPD National TeleConsultation Service

1. Once the **Call Now** button is activated, you must click the button within two minutes, otherwise, your token will be added back to the queue. You can also view the doctor's profile from the **Doctor's Status** dialog.

2. When you click on **Call Now**, a dialog will pop-up, prompting you to allow access to the camera and the microphone of the device that you are using. Click **Allow/Accept**.

3. Once the doctor answers your call, you will be able to see the doctor's video and interact with the doctor using the microphone on your device.

4. If you wish to type any details for the doctor, you can do so using **_Type a message_** in the chat window at the bottom of your videoconferencing screen.

5. If you need to upload a file to be sent to the doctor, you may do so using the upload button in the chat window. These files also carry a 5mb size limit and must be of type pdf, jpg, jpeg, BMP, gif or jfif

Once your doctor has successfully completed your evaluation, your telemedicine session will end and a prescription will be issued to you by the doctor. The link to view your prescription is also sent to your mobile phone. You can print this prescription for your records using the **_Print_** button.

Viewing previous consultations

You can **view** or **print** your existing consultations and prescriptions from the *Past Consultations* section on the left panel. Clicking the **Print** button will save a PDF of the prescription/consultation to your computer.

Support, questions, comments and feedback

If you face any problems while using eSanjeevaniOPD or if you have any suggestions questions, comments or feedback, please visit contact page at esanjeevaniopd.in.

Suggestions & queries may be directed to the eSanjeevaniOPD team at:
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