

Explain the various challenges present e-Sanjeevani telemedicine platform & suggest measures to overcome them.

e-Sanjeevani is the online platform for the discussion of consultation of health related problem. It was launched in 2019 and got boosted its use during COVID-19 lockdown.

★ Various challenges :

(i) Illiteracy :

↳ many people are illiterate and do not know english language

↳ problem to fill the form and other registration details

↳ unable to use in smartphone or laptop or tablet

(ii) Availability :

↳ app available to smartphone, laptop and online platforms

↳ need is fastest or stable internet connection.

• only 52% of total population in India have access to internet with stable connection of internet

III

Privacy security :

↳ may get a problem of harassment by doctor or to the doctor.

↳ may a patient be threaten to work act

IV ^{activity} Location:

↳ do not provide proper location for any Emergency use or situation.

↳ effective for viral disease like Chikungunya, dengue, malaria etc

★ Measures to our course:

- Can use proper detail and bio info.
- Can request to provide proper information like face photo (line capture), biometric and OTP verification.
- Can use gein access to location
↳ request to provide GPS location permission help in gein exact location.
- Can provide available helpline numbers for keypad or non Smartphone (or) tablet (or) laptop usage.
- Gender Similarity based consultation
 - Can avoid harassment and abuse

★ Conclusion:

- Such application are good for people but there is need to gain paradata information of users and to Maintain Security, proficiency and ethics of work