

Q49

Explain the various challenges present in e-sanjeevani telemedicine platform and suggest measures to overcome them.

e-Sanjeevani platform is a latest government initiative towards telemedicine which provides for doctor to doctor and doctor to patient consultation services through a mobile based application. It is developed by C-DAC (Centre for Development and Advanced Computing). This app is available in 2 variations:-

1. e-Sanjeevani (AB-HWC) Ayushman Bharat Health & Wellness Centre - It provides for doctor-to doctor consultation, which will help local resident doctors to consult specialists in another city.
2. e-Sanjeevani OPD - It provides for doctor to patient connection through which patients can consult doctors through a mobile platform.

Challenges:-

1. Female doctors complained of sexual abuses on the e-sanjeevani platform. They also complained of people forging their identity and raise abusive questions.
2. To get access to e-sanjeevani platform one needs to have smartphone with internet, while on the basis of recent surveys 40% of the population having smart phones don't have access to internet connection.
3. All the notifications and data on the e-sanjeevani platform is in english language making it difficult for a large chunk of Indian population which is illiterate difficult to understand.
4. e-sanjeevani platform provides limited facilities of

getting an appointment and consulting a doctor only
contrary to other platforms like 1mg which provide
other functions like daily health charts, express
delivery of medicines, diet plans etc.

Way forward & suggestions:-

1. Platforms such as e-sanjeevani need to be more sensitive about the identity of user by making it Aadhar enabled so that exact identity of the individual can be verified.
2. Involving gram panchayats through organising a common platform where aggrieved can come and get access to the health consultation services. It will help the illiterates and those people who don't have access to quality internet connection.
3. Platform needs to inculcate other regional languages also while keeping in mind the linguistic diversity of the country to make it more user friendly.
4. Platform needs to address more issues like maintaining daily health chart, regular immunisation chart, express delivery of medicines etc.

Technology enabled services like e-sanjeevani could be seen as revolutionary step for increasing the health coverage of the country. Digital health services would help in attaining the objective of Universal Health Coverage.