

(\*) Explain the various challenges present in e Sanjeevani telemedicine and suggest measures to overcome them.

e-Sanjeevani is Government's telemedicine platform developed by C-DAC and launched by Ministry of Health to improve access to health services during pandemic lockdown.

The digital public good recently achieved 1 million tele consultations which showcases the need to ensure such digital goods gain traction even after treat subsidies.

⇒ Challenges :-

→ Abuse :-

- Cases of sexual harassment of women doctors

- Simple registration procedure without ID increases sexual abuse

- Can be addressed by linking the

## registration with Adhaar

- Algorithms to match doctors & patients based on gender can be used.

### → Availability :-

- Low doctor - patient ratio
- Sexual abuse reduces presence of female doctors
- Leads to long waiting hours
- The platform could provide option for recording the ailments of patients.
- Natural language processing Algorithm could be used

### → Access :-

- The e Sanjeevani is video based mobile & web application & requires smartphone & internet access
- Still half our population are digitally excluded
- Languages available only in English.
- Government must set up helplines.
- It can avail the service of Common Service Centres or SHGs to enhance access.

Thus, India must use the current opportunity to scale Sanjeevani as world class tele consultation platform & providing wide range of services to achieve National Digital Health Services.