मिसिल संख्या/ **File No. 1-30/2020-CGHS/C&P/ 799-810**

भारत सरकार
अपर निदेशक का कार्यालय
के0 स0 स्वा0 यो0 (मु0)
सै0- 13, रा0कृ0पु0, नई दिल्ली –
110066

GOVT. OF INDIA
OFFICE OF THE ADDITIONAL DIRECTOR
C. G. H. S. (HQ)
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दूरभाष: 011-20863472

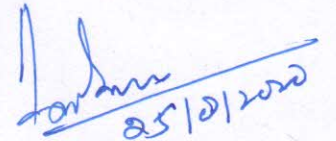Dated   25th August 2020

Circular

Sub:- Implementation of Tele Consultation in CGHS Delhi and NCR.

With the objective of facilitating CGHS beneficiaries Tele Consultation services have been started in CGHS Delhi w. e. f. 25th August, 2020. The timings for Tele-Consultation are from 9 am to 12 noon on all working days. To begin with Tele Consultation facility will be available for following facilities:

1. Medicine
2. Orthopaedics
3. Eye
4. ENT

The facility may be considered for other specialities subsequently. The beneficiaries can avail the facility by logging into eSanjeevani application of Ministry of Health and Family Welfare using their mobile number.

The flowchart and description on steps to be followed for availing the facility on eSanjeevani OPD Application are attached as annexure.

Dr V K Dhiman
Additional Director (Admin)

Copy to:

1. All ADs CGHS Delhi.
2. In charge CGHS Wing Safdarjung Hospital, New Delhi
3. Officers deployed for eSanjeevani OPD through ADs concerned

Flow of eSanjeevaniOPD

Registration & Token Generation
- Verify mobile no. using OTP
- Fill Patient Registration Form
- Request Token
- Upload health records, if any
- Receive Patient ID & Token through SMS

1

Login
- Wait for SMS notification to login
- Login with Patient ID

2

Waiting Room
- Enter waiting room
- 'CALL NOW' button will get activated in somtime
- Initiate VIDEO CALL

3

Consultation
- Doctor will show up
- Consult Doctor
- Get instant ePrescription

4

Tele Consultation in CGHS using eSanjeevani Application

Flow Chart for users

A. Registration:
 i.   User visits URL eSanjeevaniopd.in
 ii. Verifies his/her mobile no. using OTP
 iii. Fills Patient Registration Form
 iv. Select Specialty OPD
 v.   User uploads scanned copy of his/her CGHS card under documents(Mandatory).
 vi. eSanjeevaniOPD assigns a Patient ID

B. Token:
 i.   User requests a token for consultation
 ii. Uploads health records, if any
 iii. User receives Patient ID & Token through SMS

C. Login:
 i.   Closer to the turn eSanjeevani OPD sends an SMS notification asking user to login
 ii. User logs in using Patient ID
 iii. Patient enters the clinic and is placed at the end of the existing queue. If there is no queue you will be placed at serial no. 1

D. Wait:
 i.   eSanjeevaniOPD assigns a doctor to the patient (time interval depends on the length of the queue)
 ii. As the doctor is assigned to the patient "CALL NOW" button gets activated
 iii. User is required to click "CALL NOW" button within 120 seconds*
 iv. Upon clicking "CALL NOW" within 10 seconds the doctor shows up in video

E. **Consultation**:
   i.   Patient consults the doctor
   ii. During the consultation doctor has an access to the patient's health records (if uploaded at v)

F. **ePrescription**:
   i.   During the consultation, doctor prepares an electronic prescription (ePrescription)
   ii. At the end of the consultation doctor sends the ePrescription and closes the call
   iii. e Prescription shows up on patient's end.
   iv. Patient logs out after saving/printing the received ePrescription
   v.   After the call eSanjeevaniOPD sends SMS notification to the patient with a link to download ePrescription

Please Note:
It is mandatory to

1. **Upload scanned copy of your CGHS card under documents and**

2. **In the field Address, please enter your Ben ID**