

हिंदी में काम करना सरल है, आवश्यकता है एक शुरुआत की।  
मिसिल संख्या/ File No. 1-30/2020-CGHS/C&P/ 799-810

भारत सरकार  
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Dated 25<sup>th</sup> August 2020

## Circular

### Sub:- Implementation of Tele Consultation in CGHS Delhi.

With the objective of facilitating CGHS beneficiaries Tele Consultation services have been started in CGHS Delhi w. e. f. 25<sup>th</sup> August, 2020. The timings for Tele Consultation are from 9 am to 12 noon daily. 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 through their mobile number.

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

  
25/8/2020

Dr V K Dhiman  
Additional Director (Admin)

### Copy to:

1. All ADs CGHS Delhi.
2. In charge CGHS Wing Safdurjung Hospital

# 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

2

## Waiting Room



- Enter waiting room
- 'CALL NOW' button will get activated in sometime
- Initiate VIDEO CALL

3

4



Login

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



Consultation

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

# Tele Consultation in CGHS using eSanjeevani Application

## Flow Chart for users

### **A. Registration:**

- i. User visits URL [eSanjeevaniopd.in](http://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

Contd...

## **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**