FAQ

1. **Do I have to pay for National Teleconsultation Service?**

   No, you don't have to pay anything to anybody for using National Teleconsultation Service.

2. **Who empanels doctors for National Teleconsultation Service?**

   The panel of doctors on National Teleconsultation Service in each State is drawn by the State Governments.

3. **What is telemedicine?**

   As per World Health Organisation, telemedicine is the delivery of health care services, where distance is a critical factor, by all health care professionals using IT for diagnosis, treatment and prevention of disease and injuries, research and evaluation, etc, all in the interests of advancing the health of individuals and their communities.

4. **What is an ePrescription / electronic prescription?**

   ePrescription or electronic prescription is prepared by the doctor using eSanjeevaniOPD. It contains usual elements of a prescription but in electronic form. Electronic prescription also aims to improve patient safety by reducing medication errors.

5. **What is teleconsultation?**

   The Internet has accelerated the pace and scope of IT application and almost entire industry is reaping the benefits of IT. In healthcare, telemedicine is one of the applications of IT and it is now being used as a services delivery channel parallel to aid healthcare services delivery systems world over. Teleconsultation is one of the applications of telemedicine.

   Teleconsultations use IT to facilitate communications between a patient and a doctor who are otherwise geographically separated. National Teleconsultation Service of Govt. of India enables teleconsultations over the Internet.

6. **What are health records / medical records?**

   Health records are individual's confidential documents (like old prescription, test report, hospital discharge summary etc.).

7. **What do I need to use National Teleconsultation Service (eSanjeevaniOPD)?**

   Users must have a laptop or a personal computer with a web camera connected with Internet (1Mbps) and eSanjeevaniOPD be used in Chrome browser.

8. **What is the procedure to use National Teleconsultation Service (eSanjeevaniOPD)?**

   Use of National Teleconsultation Service (eSanjeevaniOPD) entails following steps:

   a. Registration
   b. Token
   c. Login
   d. Wait
   e. Consultation
   f. ePrescription

   Detailed description including flow is described separately <u>(Click Here).</u>

9. **Can I update my details in eSanjeevaniOPD?**

   Except for name, age and gender rest of the details like email ID, mobile number and address can be updated by the user whenever he/she is to use eSanjeevaniOPD.

10. **How long will my token be valid?**

    Token once generated will be valid till it is consumed, i.e. till the ePrescription is generated after the teleconsultation. However, if the token is not used/consumed it will automatically expire at the end of the day.

11. **Can I generate two tokens on one day?**

    A new token cannot be generated until the existing token is used /consumed. Yet, there is no provision to cancel your token.

12. **Can I share my existing health records with doctor on National TeleConsultation Service?**

    Yes, at the time of registration you can upload up to three electronic/digital health records. During the teleconsultation doctor will be able to view the health records uploaded by you.

13. **If my internet connection drops during the teleconsultation, will I need to generate my token again?**

    You do not need to regenerate the token if you lose connectivity or get dropped out. Your token will remain valid till it has been consumed i.e. till the prescription has been generated.

14. **In what conditions I need to generate my token again?**

    In two conditions your token will expire or get erased from eSanjeevaniOPD, these are:

    a. You have completed the teleconsultation i.e. you have got the ePrescription.

    b. You did not use the token till the end of the day.

15. **Do I have to register again every time I need to use eSanjeevaniOPD?**

You do not need to register every time you use eSanjeevani. However, you will need to execute same steps everytime i.e. you will go through the registration page/form for generating your token. If you wish you may update your details at this moment.

16. **How do I know my token number?**

Your token number will be sent to you through SMS on the mobile number registered in eSanjeevaniOPD.

17. **I have generated token and to login, I need patient ID. I have erased my SMS, neither did I note my Patient ID. Can I retrieve my patient ID? If Yes, How?**

Yes, you can retrieve your Patient ID. You may use eSanjeevaniOPD's forgot Patient ID service after clicking Patient Login button. It will be SMSed to you.

18. **Will my Patient ID also change every time I use eSanjeevaniOPD?**

Patient ID is a lifetime identity linked with your name age and gender. If you have registered once in eSanjeevaniOPD, the system will remember it based on your mobile number.

19. **Can I use the same mobile number to register my dependants and other family members in eSanjeevaniOPD?**

As of now in eSanjeevani every user needs a separate/unique mobile number.

20. **Does National Teleconsultation Service provide teleconsultations with practitioners of Homeopathic, Ayurvedic and other traditional systems of medicine?**

Yet National Teleconsultation Service is facilitating teleconsultations based on allopathic system of medicine.

21. **Where can I suggest an improvement in eSanjeevaniOPD?**

On the Home page, click on "Contact" and fill the form and submit it.