



सत्यमेव जयते

Ministry of Health & Family Welfare  
Government of India

## USER GUIDE FOR DOCTORS



# स्वस्थ भारत

eSanjeevaniOPD 1.0 [Proto] – A user guide for doctors

## Contents

<b>Getting Started .....</b>	<b><i>Error! Bookmark not defined.</i></b>
<b>About eSanjeevaniOPD .....</b>	<b><i>Error! Bookmark not defined.</i></b>
<b>System Requirements.....</b>	<b><i>Error! Bookmark not defined.</i></b>
<b>Using eSanjeevaniOPD .....</b>	<b>4</b>
<b>User flow.....</b>	<b>4</b>
<b>Step 1: Logging in or out of eSanjeevaniOPD.....</b>	<b>5</b>
<b>Step 2: Using the eSanjeevaniOPD interface .....</b>	<b>6</b>
Using the National TeleConsultation Service Dashboard .....	6
Checking the patient queue.....	6
<b>Step 3: Accepting and joining a consultation request .....</b>	<b>7</b>
Accepting or rejecting a consultation request.....	7
Interacting with the patient using videoconferencing.....	9
Sending the prescription to the patient and closing the telemedicine session.....	14
<b>Support, questions, comments and feedback.....</b>	<b><i>Error! Bookmark not defined.</i></b>

## Getting Started

The Ministry of Health & Family Welfare (MoHFW), Government of India has provisioned eSanjeevaniOPD - SAFE HOME OPD, a citizen-friendly web-based teleconsultation system that aims to provide healthcare services to patients through safe & structured video-based clinical consultations between a doctor in a hospital and a patient in the confines of his home.

### About eSanjeevaniOPD

[eSanjeevaniOPD](http://esajneevaniopd.in) (esajneevaniopd.in) is a national onlineOPD service that enables patients to consult doctors. It is first of its kind patient-to-doctor telemedicine system that will serve as an National teleconsultation service. **eSanjeevaniOPD** has been developed and deployed by the Health Informatics & Electronics Division at Centre for Development of Advanced Computing, Mohali (Punjab). Please visit the [eSanjeevaniOPD website](#) for more information and to use the national teleconsultation service.

### **The Ministry of Health and Family Welfare**

The Ministry of Health and Family Welfare (MoHFW) is charged with the health policy in India. It is also responsible for all government programs relating to family planning in India. The ministry is composed of two departments: the Department of Health and Family Welfare and the Department of Health Research. eHealth Section of MoHFW is looking after national policies and implementations pertaining to eHealth initiatives of MoHFW.

**Centre for Development of Advanced Computing (C-DAC)** is the premier R&D organization of the Ministry of Electronics and Information Technology (MeitY). C-DAC is working on strengthening national technological capabilities in the context of global developments in the field and responding to change in the market need in selected foundation areas. As an institution for high-end Research and Development (R&D), C-DAC has been at the forefront of the Information Technology (IT) revolution, constantly building capacities in emerging/enabling technologies and innovating and leveraging its expertise, caliber, skill sets to develop and deploy IT products and solutions for different sectors of the economy, as per the mandate of its parent, the Ministry of Electronics and Information Technology, Government of India and other stakeholders including line ministries, funding agencies, collaborators, users and the market-place. Health Informatics Group at C-DAC's centre in Mohali is one amongst the pioneers in eHealth/telemedicine technologies in Asia.

The Ministry of Health and Family Welfare, Government of India and the eSanjeevaniOPD team at C-DAC Mohali, urge you to stay home.

## System Requirements

eSanjeevaniOPD at esanjeevaniopd.in is a web-based system and does not require an installation. eSanjeevaniOPD requires the following combination of hardware and software to function.

### Hardware

- A laptop or a desktop computer or a full-sized tablet with a camera, microphone and speakers that can run the latest versions of Chrome and Firefox
- For a full motion full colour video conferencing - 2mbps Internet connectivity
- A working mobile phone to send/receive OTPs by SMS

### Software

- Google Chrome version 79 or later
- Mozilla Firefox version 75 or later

➔ *Note: The eSanjeevaniOPD website currently performs best when used on a Laptop/Tablet with a 720P or higher resolution.*

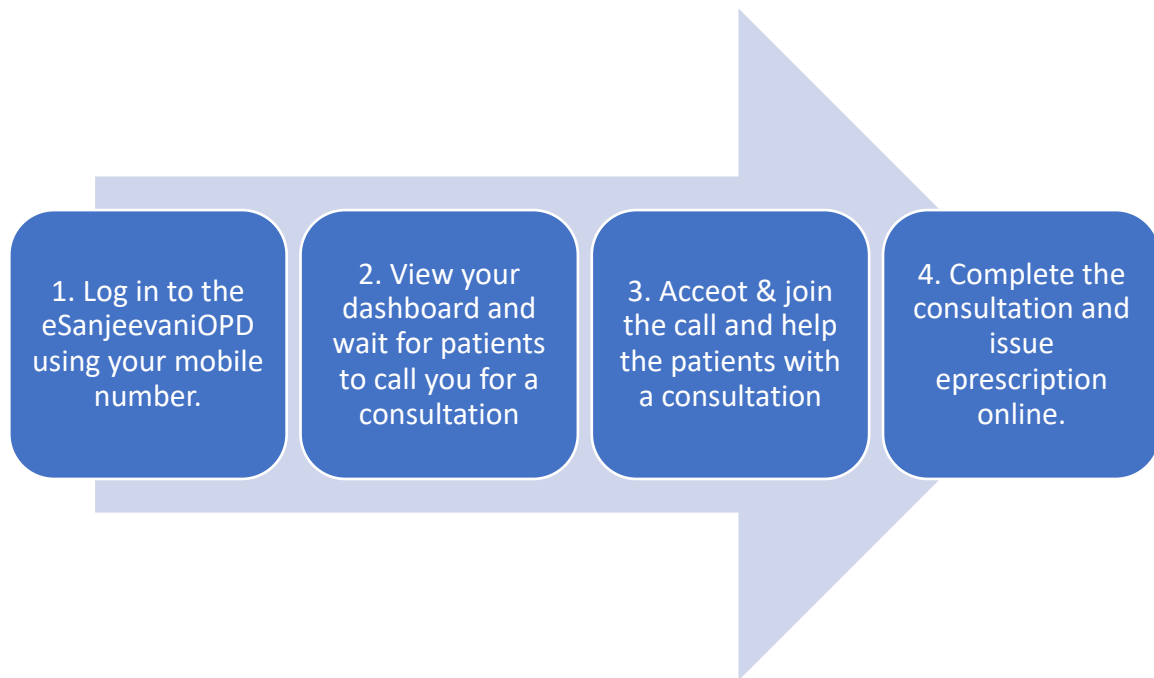
➔ *Note: Users **must** allow eSanjeevaniOPD access to the microphone and camera on the device that they wish to use.*

## Using eSanjeevaniOPD

eSanjeevaniOPD version 1.0 has been designed to be an extremely simple and easy-to-use telemedicine system that requires minimal effort from the user. Users must know how to use a browser and access a website to start using eSanjeevani.

### User flow

Using eSanjeevaniOPD is a simple 4 step process to help patients get the consultation they need.

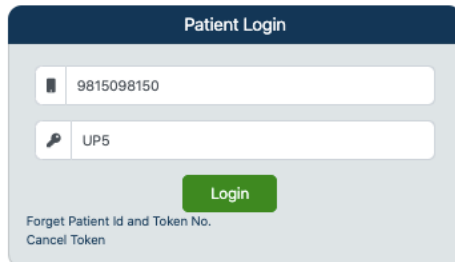


## Step 1: Logging in or out of eSanjeevaniOPD

Logging in to eSanjeevaniOPD is a straightforward process. Refer to the following to log in:


1. Visit <https://esanjeevaniopd.in>
2. Click the **Doctor Login** button

The **Doctor Login** dialog displays



3. Enter your mobile number and click on **Send OTP**.  
The OTP will be sent to your registered mobile number.
4. Log in to the eSanjeevaniOPD telemedicine service using your mobile number and the OTP received by you.

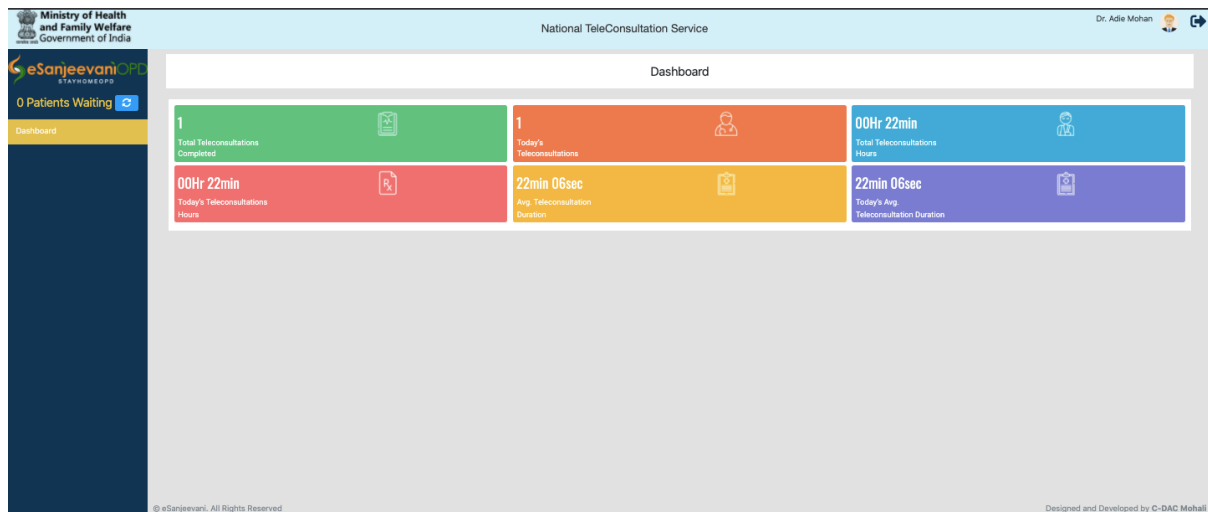
Once logged in, you will be able to view your dashboard and provide teleconsultation services to patients online.

Logging out of eSanjeevaniOPD is easy. To log out, just click the logout button  on the top-right corner of the screen.

## Step 2: Using the eSanjeevaniOPD interface

eSanjeevaniOPD has been developed as a simple, yet robust tool that will empower both doctors and patients to interact with each other and help augment the existing health care delivery systems in the country.

The eSanjeevaniOPD landing page showcases doctor's dashboard and the number of patients in waiting in the queue.



## Using the National TeleConsultation Service Dashboard


Once you have successfully logged in, the eSanjeevaniOPD dashboard will display. On this screen will be able to view your consultation statistics that include:

- Completed teleconsultation count
  - Total completed teleconsultation hours
  - Average teleconsultation duration per patient
  - Today's teleconsultation count
  - Today's teleconsultation duration
  - Today's teleconsultation duration per patient
- etc

These statistics show you key performance indicators which will help you to figure out areas of service improvement and provide better facilities to the patients.

## Checking the patient queue

The pane on the left has a simple interface that will showcase the number of patients currently waiting to get a consultation and a refresh button that enables you to get the current status of patients in waiting.

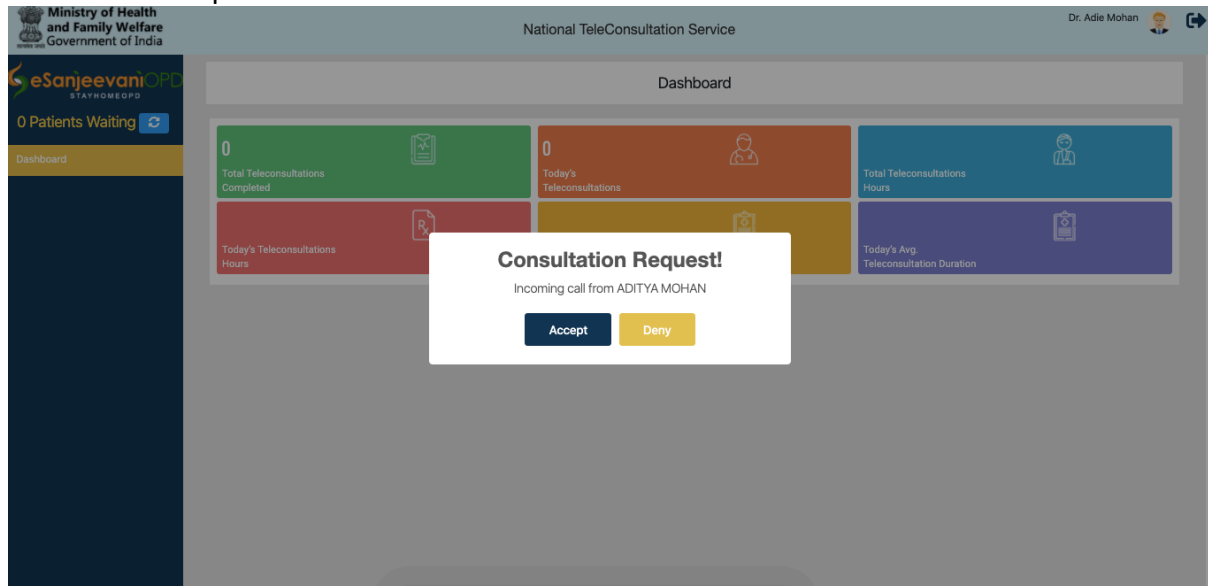
→ If you have not received a call for a consultation for a while or if you believe the number of patients in the queue stuck/not moving, kindly press the  refresh button from the panel on the left.

### Step 3: Accepting and joining a consultation request

Once you log in, patients will be able to see that a doctor is online. A **Call Now** button will be enabled at the patient's end, which will allow them to initiate a call for consultation with you.

#### Accepting or rejecting a consultation request

Once a patient clicks the **Call Now** button, you will receive a prompt to accept or deny the consultation request.



#### Rejecting a consultation request

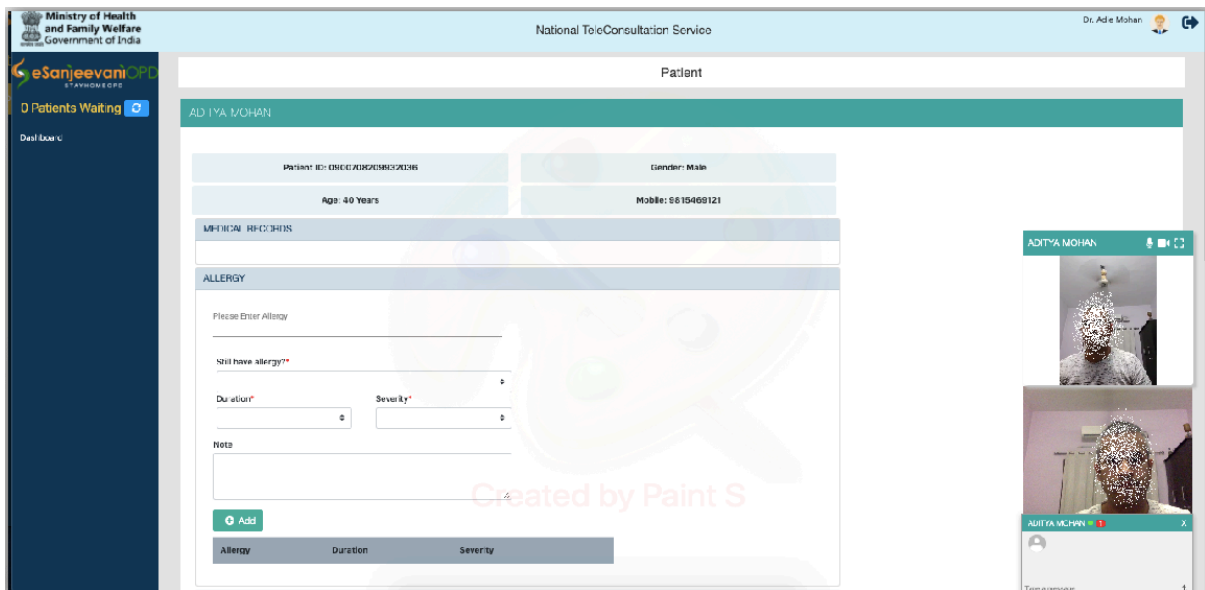
If you do not wish to accept the consultation request for any reason, click the **Deny** button. The patient will receive a message that the consultation request could not be completed and they will be put back in the patient queue.

→ Note: Once you Deny a consultation request, other doctors (if available) can accept the patient's request.

#### Accepting a consultation request

Once a consultation request has been accepted by you, the telemedicine session will be initiated.





You will now be able to perform the following tasks from this interface:

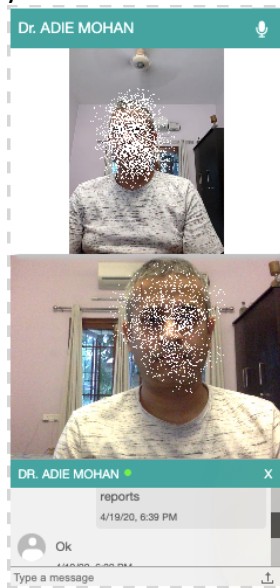
1. Provide consultation to the patient via videoconference
2. Chat with the patient using the **Send a Message** feature and receive image files (medical records) from the patients if required.
3. View the patient demographics and history as shared by the patient
4. View medical records uploaded by the patient
5. Enter consultation details that include:
  - Allergy information
  - Details of examination performed
  - Patient history
  - Provisional diagnosis
  - Generate a prescription for the patient including medication and dosage
  - Notes or advice for the patient
6. If you feel that patient's window in VC is stuck for whatever reason, you can send the patient back to the queue at any stage by clicking the **Back to queue** button.
7. Preview and send the prescription to the patient and end the consultation session.

## Interacting with the patient using videoconferencing

Videoconferencing is an innovative way for doctors to consult with patients.

Videoconferencing ensures that you are not exposed to infections while consulting with patients and you can examine patients in remote locations visually as well as interact with them.

Videoconferencing also helps staff at primary health centres in remote locations to get expert advice from specialists, while conducting a physical examination of the patient as per your directions.



During the videoconference session, you will be able to perform the following from the videoconference screen:

1. Interact with the patient or the primary healthcare provider
2. Send messages via chat and receive image files from patients
3. Mute your microphone if needed
4. Switch off your video to conserve bandwidth in case of slow internet connections
5. Switch to full-screen mode for better visibility

## Viewing information provided by the patient

ADITYA MOHAN

Patient ID: 0900708209932036	Gender: Male
Age: 40 Years	Mobile: 9815469121
MEDICAL RECORDS	

Patients can provide information regarding their condition and any medical records that they might have through the eSanjeevaniOPD patient interface. You may also request this information from patients during the consultation.

The initial screen provides you access to patient demographics including their name, age, and the patient ID. along with the medical records of the patient (if any).

### Adding allergy information

Adding information about any allergies that the patient may have can be performed from the **Allergy** section. Please note that this section is **optional**.

### Adding an allergy listing

A SNOMED-CT enabled allergy listing is available in eSanjeevani.

#### ALLERGY

Please Enter Allergy

Pollen asthma

---

Still have allergy?\*

Yes

Duration\*      Severity\*

Less than three mont      Moderate

Note

Chronic pollen asthma exacerbated due to the time of the year.

+ Add

Allergy	Duration	Severity	
Pollen asthma	Less than three months	Moderate	🗑️

Adding an allergy listing is a straightforward procedure in eSanjeevaniOPD. To add a listing:

1. Typing the first few letters of the allergy described by the patient displays a list of possible options through a drop down menu. Choose the most appropriate allergy from this list.
2. Add the other available options that include the duration of the allergy, if the patient is still suffering from the allergy and its severity.
3. Add any notes if needed and click the **Add** button to add this entry.
4. If you have added an entry by mistake or it contains an error, you can delete the entry by pressing the **Delete** button from the added list of allergies.

You can add multiple entries here if the patient suffers from more than one allergy.

### *Adding examination details*

General examination details allow you to add general information. This interface allows doctors to select/deselect checkboxes to add general information including:

1. History of Diabetes
2. History of Smoking
3. History of Alcohol use

You can also add general examination notes by typing them in the **General Examination** text box.



**EXAMINATION**

**General Information**

- H/O Diabetes
- H/O Smoking
- H/O Alcoholism

**General Examination**

Pt +Smoke, Alcohol -, Diabetes Mellitus, on metformin for 2 yrs.

Adding patient examination details in eSanjeevaniOPD is a straightforward process. To add these details:

1. Select the applicable option for your patient
2. Add any general examination notes that you may wish to include.

### *Adding a provisional diagnosis*

The Rx section allows you to add a provisional diagnosis (SNOMED CT listing) according to the examination of the patient, along with any required medication(s) and advice.

**R**

Provisional Diagnosis

Pollen asthma X

**R**

Otrivin-Adult 1 mg/1mL nasal drops Novartis India Limited X

Frequency \* Dose \*

SOS 1

Dose Type \*

puff(s)/application(s)

Duration \*

1 Month

Note

Continue existing medication.

ADD

Name	Dose	Duration	Frequency Taken
Otrivin-Adult 1 mg/1mL nasal drops Novartis India Limited	1	Month	SOS

Advice

Use Nasal Spray if your nose is blocked. Do not use the nasal spray more than 3-4 times a day. Continue existing medication for diabetes and follow up if you have a fever.

Send & Close Consultation Back To Queue Preview

You have the following options in this section:

1. Providing a provisional diagnosis along with advice for the patient without suggesting any medication.
2. Providing a provisional diagnosis along with medication and advice for the patient.

The **Provisional Diagnosis** section is a SNOMED-CT powered listing that helps you type the first few characters of the condition or disease to choose the most appropriate option from the list.

To add a provisional diagnosis:

1. Type the first few characters of the **Provisional Diagnosis** to choose the most appropriate option from the list displayed to you.
2. Add your medical advice for the patient.


The **Rx** section allows you prescribe medication to the patient as per need. To prescribe medication to a patient:

1. Type the first few characters of the medicine name or the generic salt
2. Choose the most appropriate option from the list
3. Add the dosage, duration and any notes
4. Click the **Add** button to add the prescribed medication
5. You can add multiple medicines if needed.


→ You can remove a prescribed medication from the list by pressing the **Delete** icon.

### Previewing the prescription

The **Preview** button allows you to view the prescription before sending it to the patient and to make any corrections, if necessary. To preview the prescription, click the **Preview** button. The preview opens in a pop-up window. To close the preview, click outside the preview window area.



STAY HOME OPD



स्वास्थ्यं भवति

**Test S One**  
711 C1 225654  
4898778596

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**Consultation Date:** 19 Apr 2020, 06:44 PM

<b>Consultation ID:</b> 792	<b>Age:</b> 40 Years
<b>Patient ID:</b> 0900708209932036	<b>Gender:</b> Male
<b>Patient:</b> ADITYA MOHAN	<b>Mobile:</b> 9815469121
<b>Address:</b> Village Bhokarhedi, Muzaffarnagar D1 S1 251316	

H/O Diabetes - Yes  
H/O Smoking - Yes  
H/O Alcoholism - No

Allergy	Duration	Severity
Pollen asthma	Less than three months	Moderate

**Provisional Diagnosis:** Pollen asthma

**Rx**

Name	Dose	Duration	Frequency Taken
Otrivin-Adult 1 mg/1mL nasal drops Novartis India Limited	1	Month	SOS

**Note:**  
1 sIgE positive. Suggested Otrivin OTC spray to ease decongestion.

**Advice:**  
Use Nasal Spray if your nose is blocked. Do not use the nasal spray more than 3-4 times a day. Continue existing medication for diabetes and follow up if you have a fever.

Sending the prescription to the patient and closing the telemedicine session

The final step in the eSanjeevaniOPD telemedicine/teleconsultation session is to send the prescription to the patient and close the session.

R

Provisional Diagnosis

Pollen asthma

R

Otrivin-Adult 1 mg/1mL nasal drops Novartis India Limited

Frequency \* SOS      Dose \* 1

Dose Type \* puff(s)/application(s)

Duration \* 1      Month

Note

Continue existing medication.

ADD

Name	Dose	Duration	Frequency Taken
Otrivin-Adult 1 mg/1mL nasal drops Novartis India Limited	1	Month	SOS

Advice

Use Nasal Spray if your nose is blocked. Do not use the nasal spray more than 3-4 times a day. Continue existing medication for diabetes and follow up if you have a fever.

Send & Close Consultation      Back To Queue      Preview

Once you have previewed the prescription and are satisfied with the included details, close the preview, and click the **Send and Close Consultation** button. This will end the telemedicine session and the prescription will be sent to the patient.

→ If you feel that this patient would be assisted better by a specialist of a different department, you can add the patient back to the queue at any stage by clicking the **Back to queue** button.

You will now be able to consult other patients waiting in the queue.

## Support, questions, comments and feedback

If you face any problems while using eSanjeevaniOPD or if you have any suggestions questions, comments or feedback, please visit contact page at [esanjeevaniopd.in](http://esanjeevaniopd.in).

*Suggestions & queries may be directed to the eSanjeevaniOPD team at:*

Health Informatics & Electronics Division

**Centre for Development of Advanced Computing**

A-34, Phase VIII, Industrial Area,

Mohali, Punjab 160071 INDIA

+91-172-6619000

spsood [at] cdac [dot] in



eHealth Section  
**Ministry of Health & Family Welfare**  
Nirman Bhawan, Maulana Azad Road  
New Delhi – 110 011  
[mohfw.gov.in](http://mohfw.gov.in)

