

## eSanjeevani – National telemedicine Service

The Ministry of Health and Family Welfare (MoHFW) launched eSanjeevani – India's National Telemedicine Service to bridge critical gaps in the country's healthcare system. eSanjeevani – National Telemedicine Service is testimony to the fact that digital health has come of age in India. eSanjeevani has revolutionized primary healthcare in India by bringing health services to the masses in rural areas and remote communities.

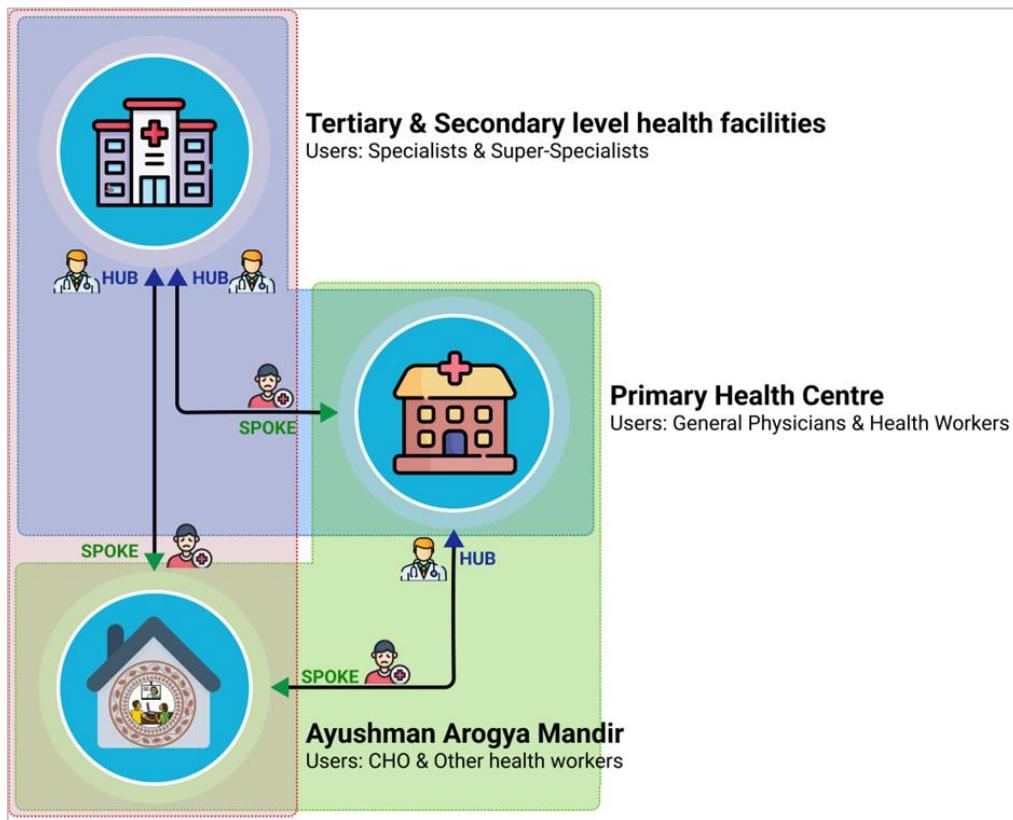
This pioneering solution, has ushered in a remarkable transformation within the primary healthcare system of the nation, benefitting those residing in resource-constrained areas such as rural regions and isolated communities. By bridging the digital health gap between rural and urban areas, eSanjeevani has emerged as a catalyst for fostering a thriving digital health ecosystem across the country. This initiative aims to address key challenges, including:

- **Shortage of Doctors, Especially Specialists:** Many regions, particularly rural and remote areas, lack access to qualified doctors and specialists, limiting healthcare services for millions.
- **Overburdened District and Tertiary Hospitals:** Due to inadequate primary healthcare services, higher-level hospitals face excessive patient loads, delaying specialized care and straining resources.
- **Lack of Health Record Management at Primary and Secondary Levels:** A structured system for maintaining patient health records at primary and secondary healthcare facilities is essential for efficient, coordinated care.
- **Need for a Seamless Continuum of Care:** Ensuring smooth transitions across different levels of care enhances health outcomes and minimizes care disruptions.

Under the Ayushman Bharat Scheme, the Government of India is dedicated to transforming 1.76+ lakh Sub-Centres and Primary Health Centres into Ayushman Bharat - Ayushman Arogya Mandirs (earlier called Health & Wellness Centres) to provide comprehensive primary healthcare services. To enhance access to telemedicine services, the Ministry of Health & Family Welfare (MoHFW), in collaboration with States and Union Territories, introduced the Telemedicine Guidelines for AB-AAMs in 2019. Building on this framework, comprehensive Telemedicine Practice Guidelines were formulated in March 2020, further streamlining virtual healthcare delivery across the country. In 2018, eSanjeevani—the flagship telemedicine solution developed by C-DAC—was selected by the Government of India for a nationwide rollout across 1.76+ lakh AB-AAMs and corresponding hub centres (specialist facilities). The telemedicine network was designed on a Hub-and-Spoke Model, ensuring seamless connectivity between primary care providers and specialists.

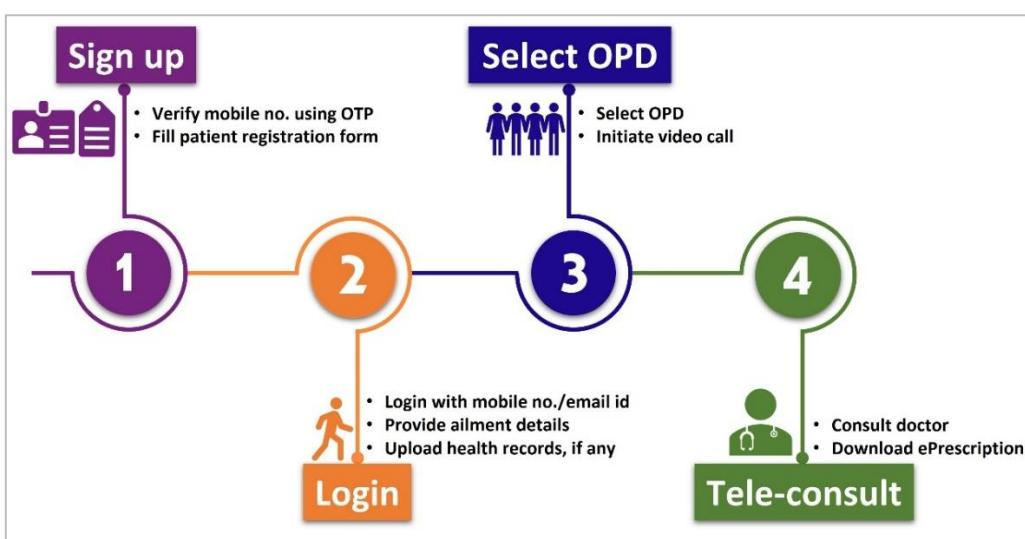
The eSanjeevani's design and development were completed in 2018-19, leading to its operational launch in November 2019. The cloud-based eSanjeevani platform is implemented in two variants:

- Provider-to-Provider telemedicine platform:** this variant provides assisted teleconsultations for patients who walk into Ayushman Arogya Mandirs (earlier called Health & Wellness Centers), Community Health officers in Ayushman Arogya Mandirs facilitate the teleconsultation for the patient who are connected to the doctors and specialists in hubs established in secondary/tertiary level health facilities and medical colleges. This variant is based on a Hub-and-Spoke model.



### eSanjeevani-AAM

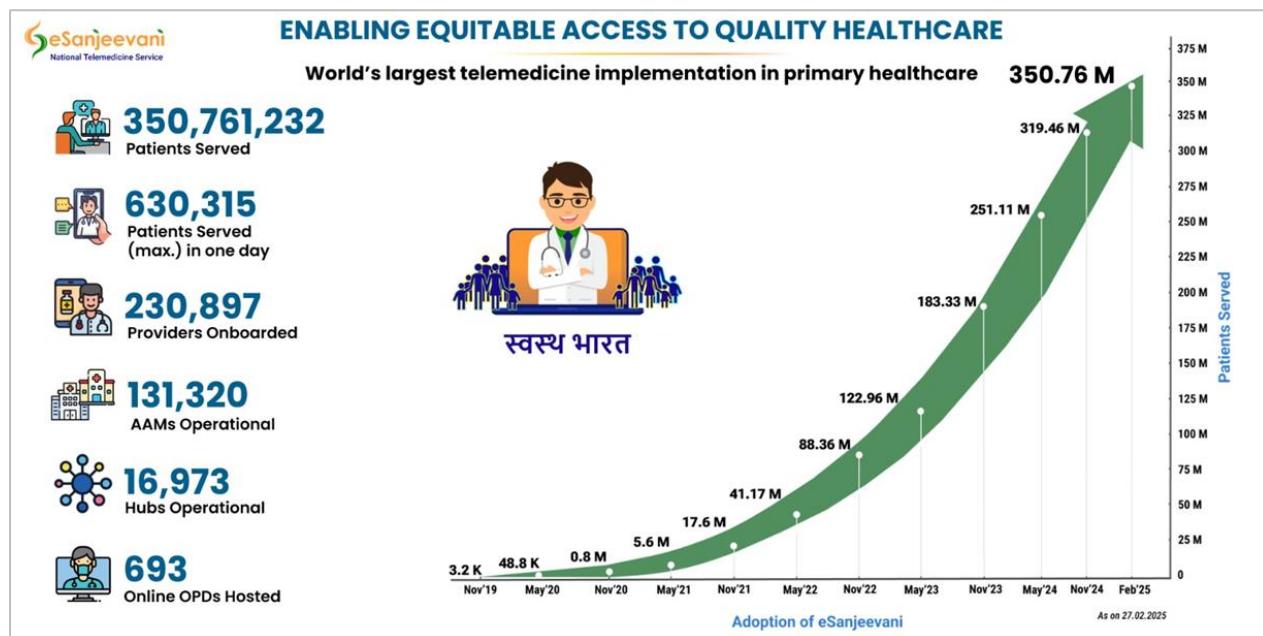
- Patient to Provider telemedicine platform:** it empowers citizens to access health services in the confines of their homes through smartphones or laptops etc.



### eSanjeevaniOPD

Through eSanjeevani, the MoHFW is committed to bridging the healthcare divide by delivering accessible, equitable, and timely medical consultations—bringing quality healthcare to the doorstep of every Indian.

eSanjeevani – National Telemedicine Service quickly evolved into the world's largest documented telemedicine implementation in the primary healthcare. As a cornerstone of Ayushman Bharat Scheme – world's largest health insurance to achieve Universal Health Coverage, eSanjeevani – is testimony to the fact that digital health has come of age in India. eSanjeevani has digitally brought health services to the masses in rural areas and remote communities.



eSanjeevani has shown up as a blessing especially to people in rural areas where it was harder to access care, it has since found much wider application across the health spectrum and has revolutionized primary healthcare services in India. This first-of-its-kind, government owned telemedicine platform that has brought a colossal populace (doctors as well as patients) in the fold of the digital health ecosystem by providing free of cost consultations to one and all. It is reassuring to note that over 57% of the beneficiaries of eSanjeevani are females and around 13% of all the beneficiaries are senior citizens. It also goes to reflect that the platform is finding its reach in the more vulnerable sections of the population where its effect is fetches maximum impact. This speaks volumes about the telemedicine platform and the extent to which it has reinvented itself over time to meet the growing demands of healthcare in India.

Apart from the direct benefit of being able to facilitate care on demand, and leveraging the potential of information technology, eSanjeevani successfully overcomes the challenges of geography, accessibility, cost and distance to provide equitable and quality care to populations across India.

eSanjeevani is continuously evolving to meet the dynamic needs of India's healthcare landscape. By integrating cutting-edge interventions like Artificial Intelligence (AI), it empowers both healthcare providers and patients with smarter, faster, and more

personalized experiences. These advancements enhance clinical decision-making, streamline processes, and ensure a more responsive and user-friendly telemedicine service.

eSanjeevani, India's National Telemedicine Service, has received multiple accolades across various forums, highlighting its significant impact on healthcare delivery. Key recognitions include:

- Digital India Awards 2020: Received the Platinum Award in the 'Innovation in Pandemic' category, presented by the Honourable President of India.
- Digital Technology Sabha 2020: Honored with the Excellence Award for its outstanding contribution to digital technology in healthcare.
- SKOCH Award 2021: Secured the Gold Award in the 'Health' category, recognizing its excellence in the healthcare sector.
- Governance Now's 4th Digital Transformation Awards 2021: Recognized for its innovative telemedicine services during the COVID-19 pandemic.
- Global Digital Health Summit 2022: Awarded the Global Digital Health Innovation Award, acknowledging its role in advancing digital health solutions.
- IEEE SA Telehealth Tech Pitch 2023: Received a notable mention, highlighting its technological advancements in telehealth.
- Computer Society of India eGov Awards 2023: Earned the Award of Excellence, underscoring its contributions to e-governance.

These recognitions underscore eSanjeevani's pivotal role in transforming healthcare access and delivery in India.