

Note on eSanjeevani – Telemedicine platform

STAY HOME OPD

വിദ്യാലിരുകൻ

ഡോക്ടറെ ക്യാഷം

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Break

Login

മെച്ചി, അമ്മയ്ക്ക് നല്ല പനിയുണ്ടല്ലോ... നമുക്ക് ആശുപത്രിയിൽ പോയാലോ?

ഈ കോവിഡ് കാലത്ത് ആശുപത്രിയൊന്നും പോകണ്ട. നമുക്ക് അമ്മയെ വീട്ടിലിരുന്ന് തന്നെ ഡോക്ടറെ ക്യാഷിക്കാം. മരുന്നും വാങ്ങിക്കാം.

ഇ സഞ്ജീവനി ടെലി മെഡിസിൻ എല്ലാ ദിവസവും രാവിലെ 8 മുതൽ വൈകിട്ട് 8 വരെ

eSanjeevaniOPD STAY HOME OPD

Meet your Doctor @ Home

- ✔ You can see your doctor through a video call.
- ✔ No need to go to the hospital.
- ✔ Get the medicine prescription
- ✔ Free services

Break

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Sp Adobe Spark

We have launched eSanjeevani telemedicine services at Kerala on **June 10th 2020**. We were providing services in a centralized manner and **DISHA** is the state hub managing the telemedicine activities for the state. DISHA is performing well to manage & keep the system running. We are utilizing the eSanjeevani OPD services in a centralized manner. On June 10 2021 eSanjeevani completed one year of successful service delivery.

We have on-boarded **4727 doctors** including the specialist doctors providing services on the platform with at least **90-100** doctors available at a time on the platform. We are providing services for average **500-750** person per day all across the state and **286670** total consultations till date. The average time for a consultation is 6 minutes 15 seconds and the average patient wait time to get connected to a doctor is 5 minutes 55 seconds. As of now, we have general OPD services as well as specialty OPD services, these are the specialty OPD services –

Sl. No.	E-Sanjeevani OPD	Day	Time
1	General OP	All Days	8:00 AM to 8:00 PM
2	Covid OP	All Days	24 Hrs.
3	Gynecology OP	All Days	9:00 AM to 1:00 PM
4	Dermatology OP	All Days	9:00 AM to 5:00 PM
5	Chest / Pulmonology OP	All Days	9:00 AM to 1:00 PM
6	General Surgery OP	All Days	9:00 AM to 1:00 PM
7	Psychiatric OP	All Days	9:00 AM to 1:00 PM
8	General Medicine OP	All Days	9:00 AM to 1:00 PM
9	ENT OP	All Days	9:00 AM to 5:00 PM
10	Ophthalmology OP	All Days	9:00 AM to 5:00 PM
11	Palliative Care OP	All Days	9:00 AM to 1:00 PM
12	Pediatric OP	Monday to Saturday	9:00 AM to 6:00 PM
		Sunday	9:00 AM to 1:00 PM
13	Cardiology OP	Sunday	9:00 AM to 1:00 PM
14	Ortho OP	Monday, Thursday & Friday	9:00 AM to 1:00 PM

15	Dental OP	Monday to Friday	9:00 AM to 1:00 PM	
16	Adolescent Health OP	Monday to Saturday	9:30 AM to 3:00 PM	
17	Hemophilia OP	Monday to Saturday	9:00 AM to 1:00 PM	
18	NCD OP (IID)	Tuesday & Thursday	2:00 PM to 4:00 PM	
19	PMR(Physical Medicine and Rehabilitation) OP	Tuesday and Thursday	4:00 PM to 6:00 PM	
20	DEIC OP	Monday to Friday	10:00 AM to 4:00 PM, Lunch break 1:00 PM to 2:00 PM.	
21	DEIC Pediatrician OP	Monday to Friday	10:00 AM to 4:00 PM, Lunch break 1:00 PM to 2:00 PM.	
22	DEIC Medical Officer (MO) OP	Monday to Friday	10:00 AM to 4:00 PM, Lunch break 1:00 PM to 2:00 PM.	
23	Ayurveda OP	Monday to Saturday	9:00 AM to 2:00 PM	
24	Homeopathy OP	Monday to Saturday	9:00 AM to 2:00 PM	
25	IMHANS OP (Adult Psychiatry)	Wednesday	10:00 AM to 12:00 PM	
26	Child Development Services(CDS) OPD IMHANS	Tuesday	10:00 AM to 12:00 PM	
27	Pediatric Cardiology OP(SCTIMST)	Tuesdays	2:00 pm to 4:00 PM.	
28	Child Development Centre(CDC) OPD	Thursdays	12:00 pm to 3:30 PM	
29	MCC (Malabar Cancer Centre)	Surgical	Monday	3:00PM to 4:00 PM
30		Clinical Hematology	Tuesday	3:00PM to 4:00 PM
31		Radiation	Tuesday	3:00PM to 4:00 PM
32		Breast And Gynec	Wednesday	3:00PM to 4:00 PM
33		Medical	Wednesday	3:00PM to 4:00 PM
34		Pediatrics	Thursday	3:00PM to 4:00 PM
35		Head And Neck	Friday	3:00PM to 4:00 PM

36		Cancer Palliative Medicine	Friday	3:00PM to 4:00 PM
37	CCRC (Cochin Cancer Centre)	Head and Neck	Tuesday, Wednesday	12:00 AM to 1:00 PM
38		Radiation	Wednesday	2:00 PM to 3:00 PM
39		Medical	Thursday	12:00 AM to 1:00 PM
40		Gynae	Friday	9:00 AM to 12:00 PM
41	RCC (Regional Cancer Centre)	General Oncology	Tuesday and Friday	2:00 PM to 3:00 PM
42		Thorax And Gastro Intestinal Cancer (E Clinic of RCC)	Tuesday	2:00 PM to 2:45 PM
43		Gynec- urological (‘D’ clinic of RCC)	Tuesday	2:45 PM to 3:30 PM
44		Pediatric Cancers (F Clinic of RCC)	Tuesday	3:30 PM to 4:15 PM
45		Head and Neck cancers (‘B’ clinic of RCC) OPD	Friday	2:45 PM to 3:30 PM
46		Breast Cancer (C Clinic of RCC)	Friday	2:00 PM to 2:45 PM
47		Hematological Cancers (A Clinic of RCC)	Friday	3:30 PM to 4:14 PM

Features of eSanjeevani OPD services – Kerala

We were providing services in a centralized manner. District wise telemedicine activities are managed by DPMSU, they act as a district console.

We also provide **24 Hrs.** Covid OP in this pandemic situation. Covid op started from November 2020, and Night Covid op started from May 2021. So far 26496 Consultations has completed in Covid OP. In addition to doctors from all districts, and from medical colleges, at a time minimum 10-20 are available in Covid OP. It helps the public during the lock period. Two doctors from one district and state console doctors are available at the night Covid OP, so 5 doctors per night are serviced online.

We are providing telemedicine OPD services by our experienced and skillful practitioners in the pioneer institutes all across the state. We are providing specialty services in **NCD, Oncology, Psychiatry, Mental health, General Medicine, Pediatric, Dental, Dermatology, Chest or Pulmonology, Cardiology, Gynecology, ENT, Adolescent Health, Palliative care, Ophthalmology, General Surgery, Ortho, Hemophilia, Physical Medicine and Rehabilitation (PMR) OPD, Ayurveda OP, Homeopathy OP**. Also all government Medical Colleges are now providing services in General OP, Covid OP, Dermatology OP, Chest/Pulmonology OP and in ENT Ops. Specialist doctors from SCTIMST (Sri Chithira Thirunal Institute of Medical Science and Technology) are also available now.

We are planning to include other specialty Ops like, Neurology, Nephrology, and Gastro-enterology etc.

Training and on boarding of telemedicine practitioners

We have trained and on boarded **4366** doctors including the doctors from the pioneer institutes of the state to render specialty services. The specialty doctors render services on specific dates and time. We always review the platform & we are planning to expand the platform by training more doctors and on boarding them.

Why eSanjeevani?

eSanjeevani was initially launched to amid the COVID 19 pandemic to enable patient to doctor tele-consultation. Offered at no cost, this e-health service has made it convenient for the people to avail of the health services without having to travel to any hospital. eSanjeevani enables two-way interaction and even generates a prescription slip. The telemedicine include many specialty OPDs such as Psychiatry, Gynecology, Non Communicable Disease (NCD), Pediatrics, Oncology etc. This is very useful for the people in the rural areas who don't have easy access to medical specialists located in cities. Tele-medicine saves time and cost. The doctors from major hospitals like RCC, Sree Chitra, IID, IMHANS, CCRC, MCC etc. has become the part of eSanjeevani.

Target free – demand driven approach

We are not assigning any target credit to any category of staff rather to enhance the usage of the platform we are providing ad on various print, visual and social media channels. The usage of the platform is proportional to demand of the public.

ePrescription and lab investigation via Tele-medicine got horned

The Ministry of Health and Family Welfare released an order G.O (Rt) No 1795/2020/H&FWD dated 06/10/2020, as per the order the e-Prescription and Lab investigation through telemedicine got horned. The patients who undergo consultation via telemedicine platform can avail medicine from any government hospitals and can do lab investigations if they are coming with e-prescription or e-request.

Best practice

The recent incident in Palakkad district jail is a great achievement. After confirming COVID 19, a prisoner was admitted to Palakkad district hospital for further treatment and after two consecutive sample results were negative, he was shifted to the isolation room of the district jail for further monitoring and relied on the e-Sanjeevani system for further treatment and continued till his full recovery.

Not only individuals but institutions are now dependent on tele consultation services. Another surprising fact is that even prisons today have chosen e-Sanjeevani for the routine treatment of prisoners. We can expect more institutions to follow this step and provide medical care.

eSanjeevani is very helpful for the people who are staying in the Old age homes , Orphanages , Palliative care centers and other such similar places where the patients who are not able to go directly to hospital for consultation. The major users of eSanjeevani are middle aged people and senior citizens. The eSanjeevani saves many life during the past 10 months. Many doctors able to diagnoses the patients with the warning signs and symptoms that can appear before cardiac arrest. Many palliative patients who are having bedsores and was not able to visit a diagnostic center utilize eSanjeevani platform. Immediate first aid for many emergencies are

handled by the eSanjeevani doctors. The Specialty OPDs such as Pediatrics and Gynecology are boon to the patients since they are the Vulnerable group who can avoid unnecessary hospital visit

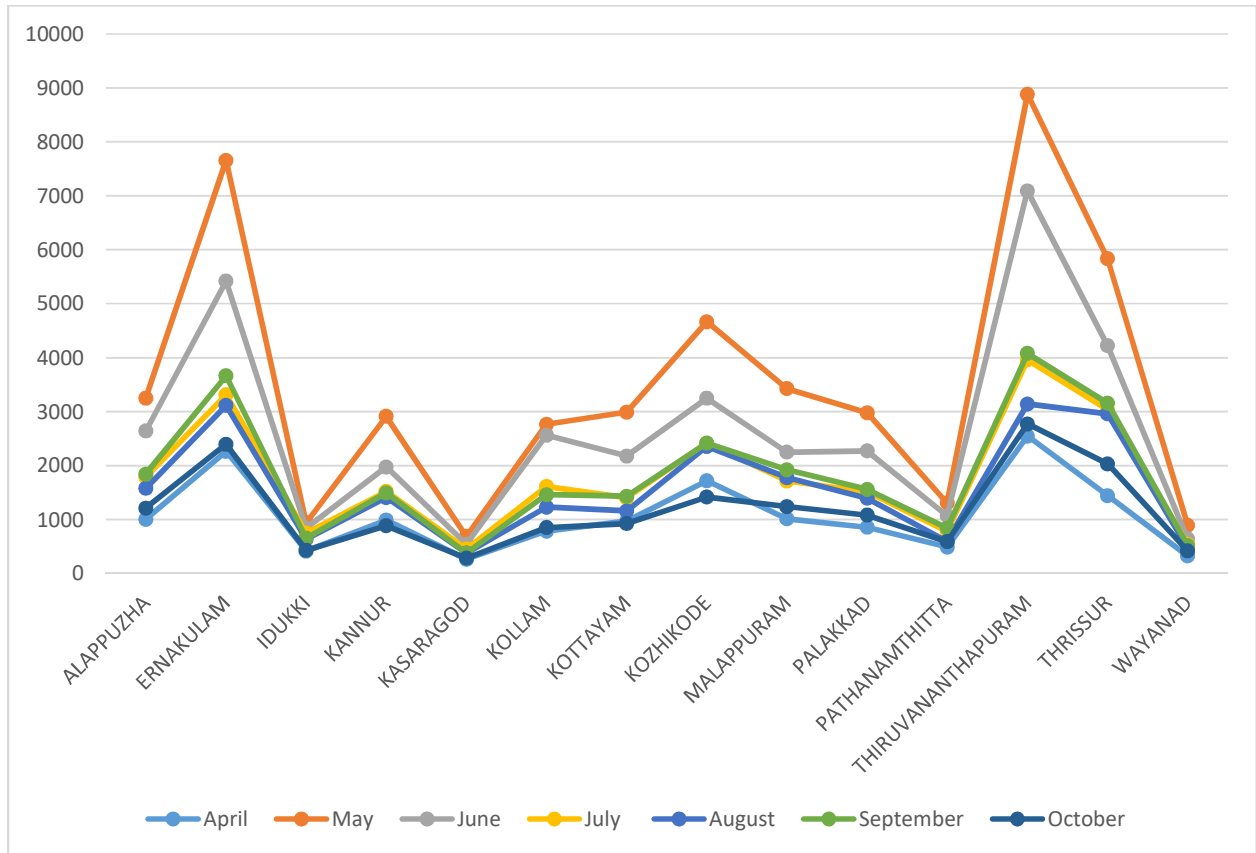
Active participation and coordination from DME and DHS

<u>Districts</u>	<u>Days of the week</u>
Trivandrum, Thrissur	Mondays
Kollam, Palakkad	Tuesdays
Pathanamthitta, Malappuram	Wednesdays
Alappuzha, Kozhikode	Thursdays
Kottayam, Wayanad	Fridays
Idukki, Kannur	Saturdays
Ernakulam, Kasargode	Sundays

<u>Medical Colleges</u>	<u>Days of the week</u>
Kozhikode , Konni	Mondays
Trivandrum, Kottayam	Tuesdays
Kannur, Ernakulam, Idukki	Wednesdays
Thrissur, Kozhikode	Thursdays
Trivandrum , Kollam	Fridays
Alappuzha, Malappuram	Saturdays

CONSULTATION COUNT – DISTRICTS WISE

Districts	August	September	October
ALAPPUZHA	1581	1841	1214
ERNAKULAM	3117	3665	2398
IDUKKI	635	656	429
KANNUR	1408	1495	886
KASARAGOD	379	377	285
KOLLAM	1231	1461	851
KOTTAYAM	1161	1432	926
KOZHIKODE	2355	2417	1417
MALAPPURAM	1780	1923	1241
PALAKKAD	1396	1560	1084
PATHANAMTHITTA	597	839	591
THIRUVANANTHAPURAM	3142	4081	2773
THRISSUR	2959	3160	2034
WAYANAD	467	519	418
TOTAL	22208	25426	16547



Doctors enrolled in last Six months

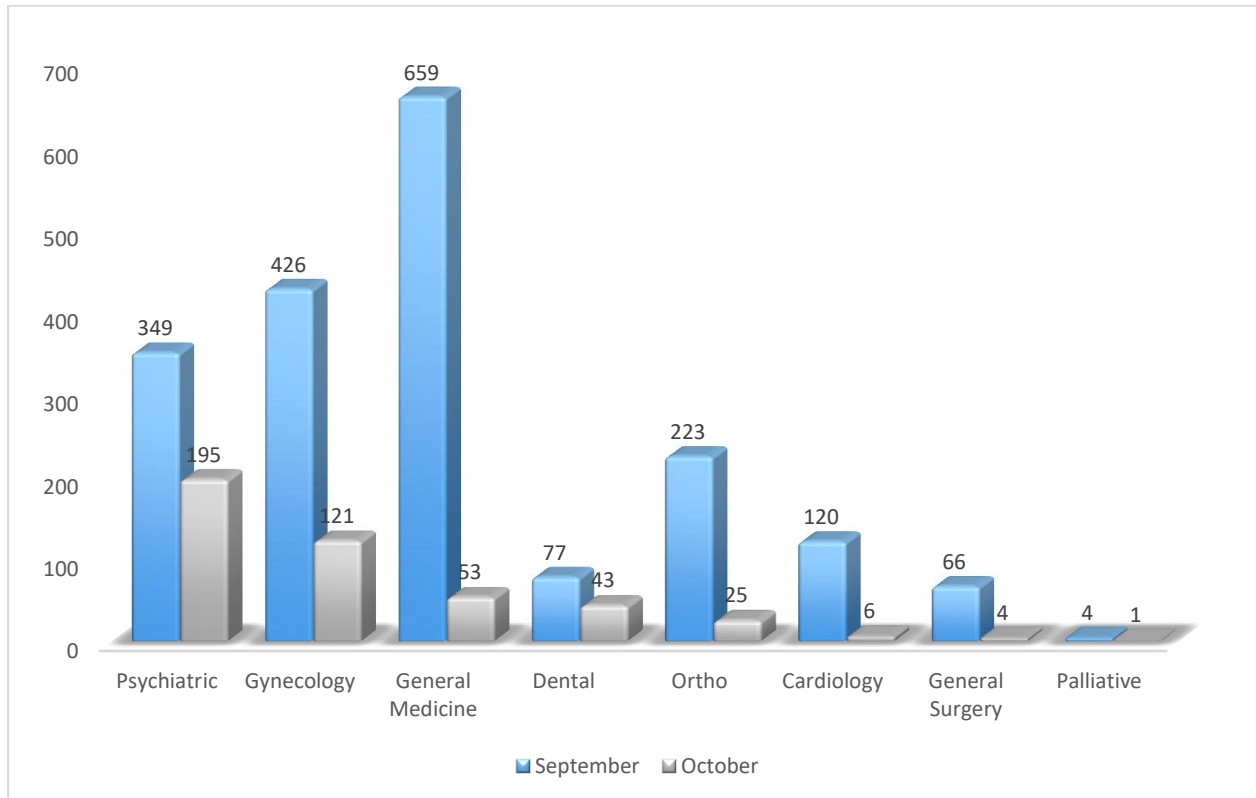
Doctors enrolled						
April	May	June	July	August	September	October
40	947	1807	444	152	160	171

Consultation Count of Last Three Months

Sl. No.	E-Sanjeevani OPD	August	September	September	Percentage of increase/Decrease
1	General OP	7935	8372	6350	-0.24
2	Covid OP	3933	5111	2931	-0.43

Effect on Health Service Doctor's strike in specialty OPDs.

OPDs	September	October	Percentage Change
Pediatrics	2605	1690	-33.12
Psychiatric	349	195	-44.13
Gynecology	426	121	-71.60
General Medicine	659	53	-91.96
Dental	77	43	-44.16
Ortho	223	25	-88.79
Cardiology	120	6	-95.00
General Surgery	66	4	-93.94
Palliative	4	1	-75.00
TOTAL	9593	2138	-77.71



	August	September	October
Most promoting districts	Trivandrum, Ernakulam, Thrissur	Trivandrum, Ernakulam, Thrissur	Trivandrum, Ernakulam, Thrissur
Least promoting districts	Kasaragod, Wayanad, Idukki	Kasaragod, Wayanad, Idukki	Kasaragod, Wayanad, Idukki

Achievements

- First step of ECRP-II Doctor to Doctor Consultation Login for identified HUB and Spokes started from the districts Idukki, Kasaragod, Malappuram, Palakkad and Wayanad.
- Registration of Hub and Spoke institutions for H&FW doctor to doctor consultation is progressing.
- The Procurement of equipment for Spoke and Hub institutions is progressing.

Conclusion

When social distancing is among the major measures used to fight COVID-19 pandemic, tele-health is stepping-up as a key technology for safe and efficient communications. The World Health Organization mentioned telemedicine among essential services in “Strengthening the Health Systems Response to COVID-19” policy. By providing these services, we can reduce the rush in the outpatient department and ensure the delivery of services to the general public at their door step. Telemedicine services have been identified as an excellent modality to render essential medical consultations to people in the background of COVID19 pandemic. The CDAC team is supporting us very much. They are trying to implement many new features to upgrade the system. The patient case follow up and feedback can be done soon through this platform. As Xth and XIIth level state board exams have been started and also the increasing positivity rate of covid cases are found more and more doctors are appointed and incorporated for solving respiratory related issues.

The eSanjeevani got much attention from the people and has become a big blessing to help the people in getting routine medical attention professionally. These platform is necessary to continue to tackle the situations created by pandemic like COVID 19