

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

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Waiting Room



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

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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
- 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**