

**GOVERNMENT OF INDIA
MINISTRY OF HEALTH AND FAMILY WELFARE
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**LOK SABHA
UNSTARRED QUESTION NO. 30
TO BE ANSWERED ON 15TH DECEMBER, 2017**

ONLINE MEDICAL SERVICES

30. SHRIMATI POONAM MAHAJAN:

Will the Minister of **HEALTH AND FAMILY WELFARE** be pleased to state:

(a) whether the Government has created a system where citizens can register for medical services online and if so, the details thereof including services provided through Online Registration System (ORS) and number of hospitals that are registered on this system, State/UT-wise; and

(b) whether the Government intends to allow private health care providers to register on the ORS and if so, the details thereof and manner in which they can join the said ORS system?

**ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SMT. ANUPRIYA PATEL)**

(a): Yes. Ministry of Health and Family Welfare (MoHFW) has already taken proactive measures to adopt IT Solutions in existing health infrastructure in meeting the challenges of healthcare delivery especially to rural and remote areas to ensure continuum of care. Toward this goal MoHFW has launched various online medical services. The details of citizen centric online medical services are given in Annexure.

(b): Presently only Central/ State Government hospitals are allowed.

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Annexure

Online Medical Services provided by MoHFW

Online Registration System (ORS): Online Registration System (ORS) is being implemented in various hospitals in State/UTs and Central Govt. Hospitals/ Institutes to provide online registration, online viewing of medical examination report on ORS portal by citizens.

State/UTs wise number of hospitals registered on ORS is placed below:

S. No.	State	No. Of Hospitals
1	Andhra Pradesh	1
2	Assam	2
3	Bihar	1
4	Chandigarh UT	3
5	Chhattisgarh	1
6	Dadra & Nagar Haveli	1
7	Himachal Pradesh	9
8	J&K	3
9	Jharkhand	4
10	Karnataka	8
11	Kerala	2
12	Madhya Pradesh	4
13	Maharashtra	5
14	Manipur	1
15	Meghalaya	3
16	New Delhi	21
17	Odisha	4
18	Puducherry	3
19	Rajasthan	2
20	Telangana	6
21	Tripura	2
22	Uttar Pradesh	2
23	Uttarakhand	39
24	West Bengal	3
	Total	130

National Health Portal (NHP) is functioning as Citizen Portal for Healthcare providing Health related information to citizens and stakeholders in different languages (currently six languages). A voice portal, providing information through a toll-free number 1800-180-1104 and Mobile App has also been launched.

Mera Aspataal' (My Hospital) application is an IT based feedback system to collect information on patients' level of satisfaction using a multi-channel approach viz. Short Message Service (SMS), Outbound Dialing (OBD), Web Portal, and Mobile Application. The application automatically contacts the patient (outpatient after the closure of the OPD and the inpatient at the time of discharge) using the above tools to collect information on patients' level of satisfaction. Currently under Phase I, more than 1050 hospitals have been covered.

Mobile Apps: Various mobile apps have been launched namely :

- a) **Indradhanush Immunization** (for immunisation tracker)
- b) **India Fights Dengue** (enables a user to check Dengue Symptoms, get nearest Hospital / Blood bank information and also share feedback)
- c) **NHP Swasth Bharat** (information dissemination on Disease, Lifestyle, First Aid)
- d) **NHP Directory Services** Mobile App. (provides information related to Hospital and Blood banks across India have been hosted.
- e) **No More Tension Mobile App.** (information on stress management related aspects)
- f) **Tobacco Cessation Programme** is a mobile-based interventional initiative for counselling and helping people to quit tobacco, by giving a missed call to 011-22901701.
- g) **mDiabetes Program** is a mobile-based initiative for prevention and care of diabetes by giving a missed call to 011-22901701.

TB Patient Monitoring System "Nikshay" for tracking of individuals for treatment-adherence has implemented for monitoring of TB patients. Also a Missed Call Centre facility with Toll Free No: 1800-11-6666 for reaching to unreachable TB patients has been started, for counselling and treatment support.

Mother and Child Tracking System (MCTS) / Reproductive Child Health (RCH) application is an individual-based tracking system across all the States & UTs to facilitate timely delivery of antenatal and postnatal care services and immunization to children with an objective of improving IMR, MMR, & morbidity.

Kilkari application has been launched to deliver free weekly audio messages about pregnancy, child birth and care.