

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

**LOK SABHA  
UNSTARRED QUESTION NO.1947  
TO BE ANSWERED ON 30<sup>TH</sup> JULY, 2021**

**TELEMEDICINE REGULATIONS**

**1947. SHRI. S. JAGATHRAKSHAKAN:**

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

- (a) whether the Government proposes to upgrade the telemedicine regulations and address the issues relating to data safety, privacy as well as demarcating liability of technology providers and healthcare workers and if so, the steps taken/being taken by the Government in this regard;
- (b) whether the Government is aware that there is also a need to customize digital healthcare and develop more cost-effective, user-friendly and secure telehealth systems, and a strong verification process is crucial to prevent quackery; and
- (c) if so, measures taken by the Government in this regard?

**ANSWER  
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY  
WELFARE  
(DR. BHARATI PRAVIN PAWAR)**

a) to c): Government has already issued Telemedicine Practise guidelines on 25<sup>th</sup> March, 2020 which provide a robust framework for practice of telemedicine.  
(<https://www.mohfw.gov.in/pdf/Telemedicine.pdf>).

These guidelines comprehensively prescribe norms and protocols covering all aspects of telemedicine practice like physician-patient relationship; issues of liability and negligence; management and treatment; informed consent; continuity of care; medical records; privacy and security of the patient records, exchange of information etc.

The guidelines also provide detailed information on technology platforms & tools to be utilized for effective health care delivery.

Further, Ministry of Health and Family Welfare (MoHFW) has also developed a telemedicine application known as National Telemedicine Service, eSanjeevani to initiate OPD services free of cost to all citizens. This application works on a hub and spoke model to provide telemedicine services for citizen to doctor and doctor to doctor consultation. This application has also been integrated with 3.74 lakh Common Service Centers (CSCs) thereby facilitating access to equitable health care in the remotest areas of the country.

To ensure that only valid health professionals are able to provide services under eSanjeevani, the telemedicine practitioners are first vetted by the State Nodal Officer for eSanjeevani before being onboarded.