

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

**LOK SABHA
UNSTARRED QUESTION No-3148
TO BE ANSWERED ON 13.12.2024**

TELEMEIDCINE FACILITIES IN RAJASTHAN

3148. SHRI HARISH CHANDRA MEENA

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

- (a) whether the Government proposes to strengthen telemedicine facilities in order to improve the quality of healthcare services in rural/remote areas, if so, the details thereof including Sawai Madhopur in Rajasthan;
- (b) whether the telemedicine facility and quality healthcare services are limited in rural/remote areas due to the lack of health care professional and funds as well as geographical separation; and
- (c) if so, the details thereof along with the steps taken/proposed to be taken by the Government in this regard?

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE
(SHRI PRATAPRAO JADHAV)**

(a) to (c) Ministry of Health and Family Welfare (MoHFW) rolled out Telemedicine services as a policy intervention under the ambit of Ayushman Bharat Scheme. This service was conceived under one of the pillars of Ayushman Bharat-Health and Wellness Centres (erstwhile), now designated as Ayushman Aarogya Mandirs (AAMs), as one of the key deliverables to strengthen primary health care under the umbrella of Universal Health Coverage.

With committed focus towards point of care service delivery to the population situated in remote and far-flung areas of the country, the Ministry of Health and Family Welfare (MoHFW) has developed eSanjeevani- (National Telemedicine Service) in technical collaboration with CDAC Mohali. eSanjeevani is a significant step toward digital health equity, aimed at achieving Universal Health Coverage (UHC). It is implemented in two variants: (i) eSanjeevani AB-HWC / Ayushman Arogya Mandir – a provider-to-provider telemedicine platform, developed in 2019 and (ii) eSanjeevani OPD – a patient-to-provider telemedicine platform, developed in 2020.

This solution is based on ‘hub and spoke model’ of service, where Ayushman Aarogya Mandirs’ act as the spokes and premier medical colleges/district hospitals act as hubs of doctors (MBBS/Speciality/Super-Speciality doctors).

As on 3rd December, 2024, a total of 32,02,93,483 teleconsultations have been completed through eSanjeevani platform. This facility is currently serving around 4.35 lakh patients per day.

eSanjeevani (telemedicine) service is operational in more than 1,30,110 Ayushman Aarogya Mandirs and in more than 16,627 hubs located in all States/UTs across different geographical locations and diverse areas. More than 2,27,575 doctors/paramedics are on boarded and trained under eSanjeevani initiative ever since its inception in 2019. In Sawai Madhopur 118 hubs and 41 spokes are operational, further as on 03rd December 2024, 58228 Ayushman Arogya Mandir (AAM) and 896 OPD eSanjeevani teleconsultations have been completed.

With an aim to support effective implementation of the digital health initiatives including telemedicine services across the country, MoHFW provides financial assistance to all States/UTs under National Health Mission for strengthening of health IT infrastructure, capacity building of human resources and for boosting intranet/internet connectivity.

The ministry has taken various initiatives to create awareness among the masses in rural and remote areas in collaboration with States/UTs. IEC (Information, education & communication) activities include use of short videos, brochures, pamphlets etc. in local languages to disseminate information about telemedicine services through social media platforms. eSanjeevani telemedicine services are currently available in 13 languages ((Hindi, Kannada, Tamil, Malayalam, Telugu, Marathi, Gujarati, Assamese, Odia, Bengali, Punjabi, Urdu, and English). These strategic initiatives aim to strengthen the overall healthcare delivery system, ensuring sustained improvement in healthcare outcomes for the rural and remote populace across India.
