PRESS NOTE

Digital India Ask Our Experts

- **Understand How eSanjeevani is Expanding Access to Healthcare through Telemedicine**
- **Episode 56 highlights the role of technology, AI-assisted clinical support and secure digital consultations in strengthening healthcare access**

New Delhi: eSanjeevani, India's national telemedicine service, is making healthcare more accessible by connecting patients with doctors through digital technology. In this episode of Digital India Ask Our Experts held on October 12, 2026, Shri Madhukar Kumar Bhagat, Joint Secretary (eHealth), Ministry of Health and Family Welfare, discussed the platform's service models, technological capabilities, data privacy safeguards and future potential.



Watch the episode on https://www.youtube.com/live/8BAhU6twK_s?si=hdrpFKOL8Ln-eRr2

eSanjeevani has achieved the milestone of 50 crore teleconsultations, reflecting the growing role of digital platforms in facilitating access to healthcare across the country. Emphasising the significance of this achievement, Shri Bhagat said, "This success is not just a statistic for us, but a medium of service, a path we must continue to walk."

The discussion highlighted the two principal models through which eSanjeevani delivers healthcare services. The patient-to-doctor model enables citizens to consult doctors directly through the mobile application, while the hub-and-spoke model connects health centres with doctors at designated hubs, helping extend specialist medical support to areas where doctors may not always be readily available. Highlighting the need to bridge gaps in the availability of medical professionals, Shri Bhagat observed, “The challenge is that there is a gap in doctor availability; we must keep in mind how we can bridge this shortage in our country.”

The episode also explored the role of Artificial Intelligence (AI) in strengthening clinical support on the platform. AI-supported clinical decision support tools assist doctors in assessing symptoms and identifying potential conditions. Emphasising the importance of human oversight in healthcare, Shri Bhagat explained, “The decision-making is not being done by AI; it is being done by the doctor; we call this 'human in the loop'.” This approach ensures that technology supports clinical assessment while medical decisions remain with healthcare professionals.

The discussion further highlighted the importance of protecting sensitive health information through access controls based on the “need-to-know” principle, under which patient information is made accessible to relevant healthcare providers for appropriate purposes.

Looking ahead, the episode touched upon efforts to integrate eSanjeevani with more Hospital Information Management Systems (HIMS), explore tele-ICU services and strengthen coordination during medical emergencies through a proposed integration with the Emergency Response Support System (ERSS 112).

The episode demonstrated how digital public infrastructure can complement existing healthcare systems, improve access to medical consultations and support more inclusive service delivery. The Digital India Ask Our Experts is a LIVE interactive programme streamed on Digital India’s YouTube channel. For more information on upcoming episodes and Digital India initiatives, visit www.digitalindia.gov.inand www.negd.gov.in.