Salient features of this citizen friendly National OnlineOPD service (eSanjeevaniOPD) are:

1. Patient Registration
2. Token Generation
3. Queue Management
4. Audio-Video Consultation with a Doctor
5. ePrescription
6. SMS/Email Notifications
7. Serviced by State's Doctors
8. Free Service
9. Fully Configurable (no. of daily slots, no. of doctors/clinics, waiting room slots, consultation time limit etc.)

Flow:

A. Registration
B. Token
C. Login
D. Wait
E. Consultation
F. ePrescription

A. Registration:
    i. User verifies his/her mobile no. using OTP
    ii. Fills Patient Registration Form
    iii. eSanjeevaniOPD assigns a Patient ID
B. Token:

    iv. User requests a token for consultation
    v. Uploads health records, if any
    vi. User receives Patient ID & Token through SMS

C. Login:

    vii.   Closer to the turn eSanjeevaniOPD sends a SMS notification asking user to login

    viii.   User logs in using Patient ID

    ix.   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:

    x.   eSanjeevaniOPD assigns a doctor to the patient (time interval depends on the length of the queue)

    xi.   As the doctor is assigned to the patient "CALL NOW" button gets activated

    xii.   User is required to click "CALL NOW" button within 120 seconds*

    xiii.   Upon clicking "CALL NOW" within 10 seconds the doctor shows up in video

E. Consultation:

    xiv.   Patient consults the doctor

    xv.   During the consultation doctor has an access to the patient's health records (if uploaded at v)

F. ePrescription:

    xv.   During the consultation, doctor prepares an electronic prescription (ePrescription)

    xvi.   At the end of the consultation doctor sends the ePrescription and closes the call

    xvii.   ePrescription shows up on patient's end.

    xviii.   Patient logs out after saving/printing the received ePrescription

    xix.   After the call eSanjeevaniOPD sends SMS notification to the patient with a link to download ePrescription

Other provisions:

1. eSanjeevaniOPD is yet a web-application, however, it's development has been based on responsive web design approach. Hence eSanjeevaniOPD is expected to respond to the user's behaviour and environment based on screen-size, platform and orientation. It is possible to use eSanjeevaniOPD on large screen tablets and smartphones.

2. For a smooth full-motion video consultation experience internet speed of at least 1Mbps is recommended.

3. Once registered patient's name, age, gender, patient ID cannot be altered, however, patient can update email / mobile number and address

4. Every patient is assigned a unique 16 digit patient ID, it is generated using Luhn Algorithm (mod 10 algorithm).

5. Every consultation will be assigned a unique consultation number.

6. Patients residing in a particular State will get connected with one of doctors on the panel of doctors set up by the corresponding State's health department.

7. If (at xi) patient misses to click "CALL NOW" in 120 seconds, eSanjeevaniOPD will move this patient few slots lower in waiting room queue and the patient next in queue will take the turn.

8. All tokens (used & unused) will expire at the end of the day.

9. For using the system again the user will need to follow same steps, registration form will show up auto filled with details existing in eSanjeevaniOPD, hence the user will upload health records if any and then generate token.