

Ministry of Defence  
Government of India



# SeHAT OPD



सर्वे संतु निरामया :

**SeHAT OPD: A user Guide for Patients**

## Contents

<b>Getting Started .....</b>	<b>2</b>
<b>About SeHAT OPD .....</b>	<b>2</b>
<b>System Requirements.....</b>	<b>3</b>
<b>Using SeHAT OPD.....</b>	<b>4</b>
<b>User flow.....</b>	<b>4</b>
<b>Step 1 – Registering with SeHAT OPD for the first time.....</b>	<b>5</b>
<b>Step 2: Logging in to SeHAT OPD .....</b>	<b>7</b>
<b>Step 3: Joining the patient queue in the waiting room .....</b>	<b>8</b>
<b>Step 4: Starting the SeHAT OPD National Teleconsultation Service.....</b>	<b>9</b>
<b>Viewing previous consultations.....</b>	<b>11</b>
<b>Support, questions, comments and feedback.....</b>	<b>12</b>

## Getting Started

HQ IDS & DGAFMS has provisioned SeHAT OPD - SAFE HOME OPD, a patient-friendly web-based teleconsultation system that aims to provide healthcare services to patients through safe & structured video-based clinical consultations between a doctor in a hospital and a patient in the confines of his home.

## About SeHAT OPD

[SeHAT OPD](http://sehatopd.in) (sehatopd.in) is a Defence Services online OPD service that enables patients to consult doctors. It is first of its kind patient-to-doctor telemedicine system that will serve as a Tri-Service teleconsultation facility. **SeHAT OPD** has been developed and deployed by HQ IDS (Med Branch) in collaboration with the Health Informatics & Electronics Division at Centre for Development of Advanced Computing, Mohali (Punjab). Please visit the [SeHAT website](#) for more information and to use the Tri-Service teleconsultation service.

The SeHAT Team HQ IDS & DGAFMS as well as team at C-DAC Mohali, urge you to stay home.

## System Requirements

SeHAT OPD at sehatopd.in is a web-based system and does not require an installation. SeHAT OPD requires the following combination of hardware and software to function.

### Hardware

- A laptop or a desktop computer or a full-sized tablet / Smart Phone with a camera, microphone and speakers that can run the latest versions of Chrome and Firefox
- For a full motion full colour video conferencing - 2mbps Internet connectivity
- A working mobile phone to send/receive OTPs by SMS

### Software

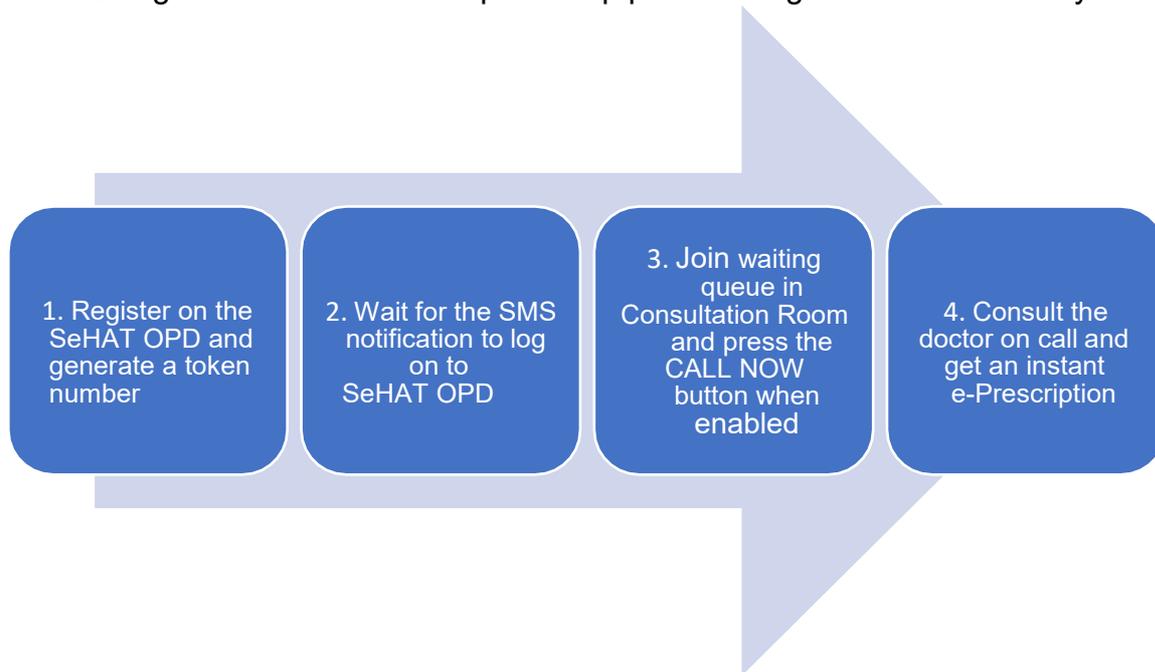
- Google Chrome version 79 or later
- Mozilla Firefox version 75 or later
- Note: The SeHAT OPD website currently performs best when used on a Laptop/Tablet with a 720P or higher resolution.*
- Note: Users **must** allow SeHAT OPD access to the microphone and camera on the device that they wish to use.*

## Using SeHAT OPD

SeHAT OPD version 1.0 has been designed to be an extremely simple and easy-to-use telemedicine system that requires minimal effort from the user. Users must know how to use a browser and access a website to start using SeHAT.

### User flow

Using SeHAT OPD is a simple 4 step process to get the consultation you need.

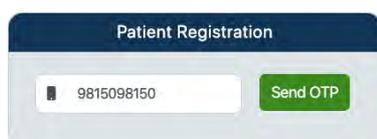


## Step 1 – Registering with SeHAT OPD for the first time

All new users must register on the SeHAT OPD website before logging in and trying to use the facility.

Refer to the following steps to register with SeHAT OPD:

1. Visit <https://sehatopd.in>
2. Click the **Patient Registration** button  
The **Patient Registration** dialog displays



The screenshot shows a dialog box titled "Patient Registration". It contains a text input field with the number "9815098150" and a green button labeled "Send OTP".

3. Enter your mobile number and click the **Send OTP** button to receive an OTP via SMS. *Note: If you **do not** receive an OTP within 5 minutes, click the **Resend OTP** button to get a new OTP. The OTP is only valid for 15 minutes from issue.*



The screenshot shows the "Patient Registration" dialog box with two rows of input fields. The first row has a mobile number "9815098150" and a "Resend OTP" button. The second row has an OTP "567242" and an "OK" button.

4. Enter the OTP that you received into the **Patient Registration** dialog and click **OK**. The **Patient Registration and Token Generation** dialog displays.
5. Fill all the required fields that are marked with a red asterisk (\*)
6. If you have any existing health records such as a test result, x-ray reports etc, you may attach these files here using the **Choose File** button.

*Note: You can attach up to 3 files. The file size must be under 5MB each. Only the following formats are supported:*

- PDF
- JPG/JPEG
- BMP
- GIF
- PDF
- JFIF

7. *All serving personnel will be required to register their telephone numbers with the AMA prior to starting use of SeHAT.*

**Patient Registration and Token Generation**

First Name*	ABHAY	Age*	24 Years
Middle Name	KUMAR	State*	Uttar Pradesh
Last Name*	SHARMA	District*	AGRA
Gender*	Male	City*	AGRA
Email	adityakumar@gmail.com	Address*	100, housing lane, Tajganj, Agra
Mobile	9815098150	PIN	282001

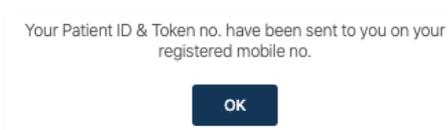
Upload Health Records  
Choose file | No file chosen  
1. Formats: .png, .jpg, .jpeg, .gif, .bmp, .pdf, .jiff  
2. Size: less than 5 MB (per file)  
3. Limit: 3 files

  
IMG-20200116-WA0027.jpg

**Generate Patient ID & Token**

7. Once all the required fields have been filled, click the **Generate Patient ID & Token** button.

The following dialog displays. Click OK.



The registration process on the SeHAT OPD website is complete. You can now log in to the SeHAT OPD website with the details received by you via SMS.

## Step 2: Logging in to SeHAT OPD

Logging in to SeHAT OPD is a straightforward process. Refer to the following to log in:

1. Visit <https://www.sehatopd.in>
2. Click the **Patient Login** button  
The **Patient Login** dialog displays



3. Enter your mobile number and Token number, then click the **Login** button to log in.
  - The Token number denotes your number in the queue at the time of generation.
  - If you do not remember your Patient ID or Token number, click **Forgot Patient ID and Token No.** to receive an SMS with these details. If you do not wish to get the consultation at this time, click **Cancel Token.**

## Step 3: Joining the patient queue in the consultation room

Once you have successfully logged in, you will be added to a queue of patients in the consultation room. Wait for your turn and let the **Call Now** button to get activated once a doctor is available.

If you have any existing health records such as a test result, x-ray reports etc, you may attach these files in the **Patient Details** section using the **Choose File** button.

**Note:** You can attach up to 3 files. The file size must be under 5MB each. Only the following formats are supported:

- PDF
- JPG/JPEG
- BMP
- GIF
- PDF
- JFIF

If no doctor shows up as available for more than two minutes, please click the **Refresh** button from the **Doctor Online** panel on the left.

if you wish to log out, click the logout icon.

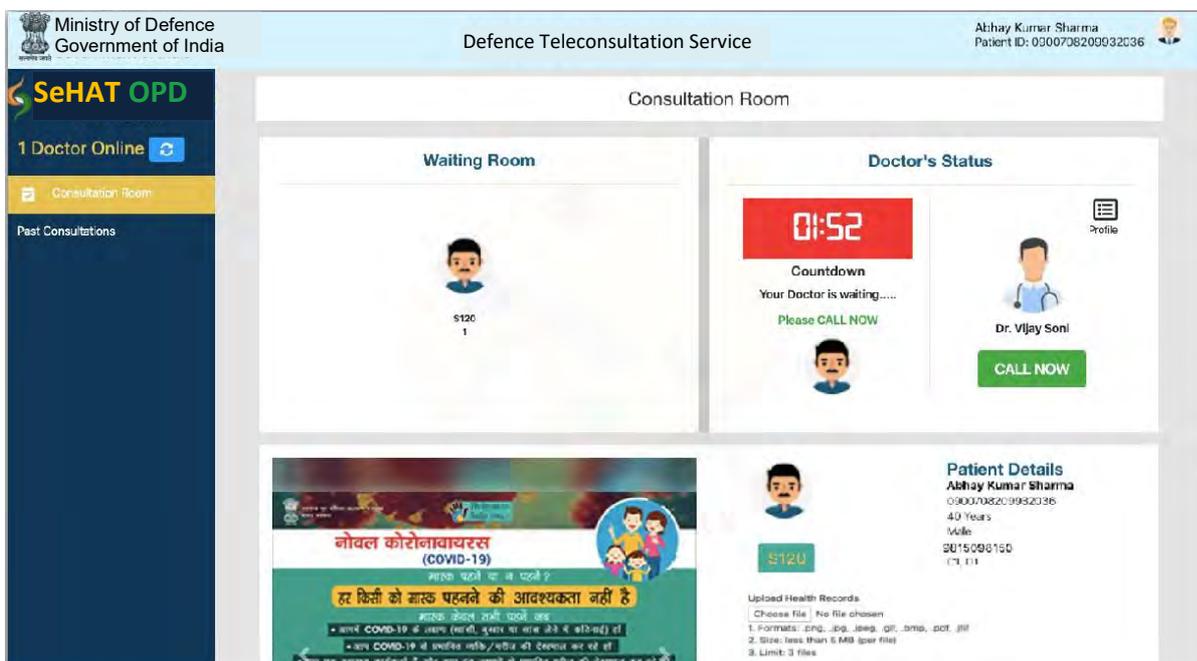
The screenshot displays the 'Defence Teleconsultation Service' interface. The top header includes the Ministry of Defence Government of India logo and the user's name 'Abhay Kumar Sharma' with a unique ID. The main area is titled 'Consultation Room' and is divided into three sections:

- Waiting Room:** Shows a single patient icon labeled 'VIP 1'.
- Doctor's Status:** Displays the message 'Please wait. Doctor will show up soon.'
- Patient Details:** Shows the patient's name 'Abhay Sharma', ID '51617613617613', and a 'UPTs' button. Below this is an 'Upload Health Records' section with instructions: '1. Choose files to upload', '2. Formats: .png, .jpg, .gif, .jpeg, .pdf, .tif', '3. Size: less than 5 MB (per file)', and '4. 1 to 3 files'.

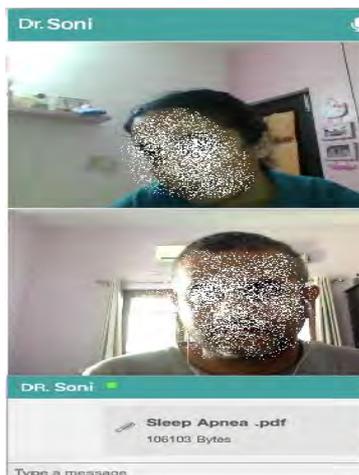
A sidebar on the left contains 'SeHAT OPD', '0 Doctor Online', and 'Post Consultations'. A large banner for 'NOVEL CORONAVIRUS (COVID-19)' is also visible, with the slogan 'There is enough of everything, everyday for everyone' and the advice 'Don't Panic | Don't Rush | Don't Overstock'.

## Step 4: Starting the SeHAT OPD Defence Teleconsultation Service

1. Once the **Call Now** button is activated, you must click the button within two minutes, otherwise, your token will be added back to the queue. You can also view the doctor's profile from the **Doctor's Status** dialog.



2. When you click on **Call Now**, a dialog will pop-up, prompting you to allow access to the camera and the microphone of the device that you are using. Click **Allow/Accept**.
3. Once the doctor answers your call, you will be able to see the doctor's video and interact with the doctor using the microphone on your device.



4. If you wish to type any details for the doctor, you can do so using **Type a message** in the chat window at the bottom of your videoconferencing screen.
5. If you need to upload a file to be sent to the doctor, you may do so using the upload  button in the chat window. These files also carry a 5mb size limit and must be of type pdf, jpg, jpeg, BMP, gif

Once your doctor has successfully completed your evaluation, your telemedicine session will end and a prescription will be issued to you by the doctor. The link to view your prescription is also sent to your mobile phone. You can print this prescription for your records using the **Print** button.

## Viewing previous consultations

You can **view** or **print** your existing consultations and prescriptions from the **Past Consultations** section on the left panel. Clicking the **Print** button will save a PDF of the prescription/consultation to your computer.

The screenshot displays the 'Defence Teleconsultation Service' interface. The header includes the Ministry of Defence and Government of India logos, the service name, and a patient ID. The main content area shows the 'SeHAT OPD' logo and patient information for 'ABHAY KUMAR SHARMA'. A table lists a prescription for Paracetamol 160 mg oral tablet. The interface also includes a sidebar with navigation options and a footer with copyright information.

Ministry of Defence  
Government of India

Defence Teleconsultation Service

Patient ID: 800708200922038

National Teleconsultation Service

SeHAT OPD

Test S One  
P11 C1 223804  
4 628779256

18 Apr 2020, 01:12 PM

Age: 40 Years  
Gender: Male  
Mobile: 983008160

Consultation ID: 713  
Patient ID: 0902708209923038  
Patient: ABHAY KUMAR SHARMA  
Address: Village Bhokumohi, Muzaffarnagar Dist 201316

General Information:  
H/D Diabetes - No  
H/D Smoking - No  
H/D Alcoholism - No

Provisional Diagnosis: Fever  
B

Medicine	Frequency	Dose	Type	Duration
Paracetamol 160 mg oral tablet	BID	1/2	tablet (s)/capsule (s)	1 Week

Advice:  
bed rest

Dr. TARUNA BHATIA  
713  
C1, D1, S1  
18 Apr 2020, 01:12 PM

Print

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## Support, questions, comments and feedback

If you face any problems while using SeHAT OPD or if you have any suggestions questions, comments or feedback, please visit contact page at [sehatopd.in](http://sehatopd.in).

*Suggestions & queries may be directed to the SeHAT OPD team at:*

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# SeHAT

