Abstract

e- Health technology uptake by the tribal population of India - a preliminary investigation

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Interactive Voice Response (IVR) is telephonic technology that allows a computer to automatically detect the human voice and touch tones using any land or mobile phone. A dedicated cloud based m-health web portal has been developed and designed for the tribal village hamlets situated in the remote areas of Bastar district by the scientists. This paper describes some initial observations from the field on the technology uptake and the use of IVR system by the health volunteers who are trained to use it to seek advice on health and disease. It aims to promote preventive and curative health care amongst the marginalized tribal population. We are covering 70000 population spread over 60 km of vast land. As the Health care is one of the world's largest and fastest growing sector, introducing this e-health technology in the healthcare programme gives an easiest and cheapest way to provide the needy population an immediate health care advice. Volunteers are provided with a toll free number, they have to call on that number in case of any health related query or emergency and the doctor listens and responds to their query and give them health advice as early as possible. A sms based reminder is also concurrently sent to the doctors and technology team to alert them to respond on time. The system also provides for an emergency service that directly connects them to the doctor via cloud. We will present some of our initial observations and findings on the effectiveness of the cloud based m health system.

*The m health program is a joint venture of VTH, TATA trust and Tcs

** Research fellow (Technology) will present the paper.