

Bridging Health care Gaps: Chay- Ya's Telemedicine Initiative in Karnali



Chay-Ya Nepal, in collaboration with the Ministry of Social Development (MoSD) Karnali Province, has been implementing a telemedicine initiative to improve healthcare access in remote areas.

The project aims to bridge the healthcare gap by leveraging secure telecommunication systems, ensuring that under-served communities receive timely and quality medical consultations. The initiative provides software support, human resources, and capacity-building training while aligning with Sustainable Development Goal 3 (SDG 3).



Jaya Khadka, a resident of Bheri Municipality-04 in Jajarkot, forced significant challenges accessing timely psychiatric care. The rugged terrain and limited access to the provincial hospital meant long, arduous journeys to seek the specialized help she needed. However, her story changed thanks to a telemedicine project that brought virtual consultations directly from District hospital to Provincial Hospital, Surkhet.

Through, the teleconsultation service, Jaya connected with a specialist doctor from the provincial hospital without leaving her community.

The virtual consultation allowed for to receive essential psychiatric care, saving her both time and money that would have been spent on travel. Not only did this service bring relief and support for her condition, but it also provided peace of mind to her and her family, knowing that quality medical expertise was available within reach.

Jaya's experience highlights the impact of telemedicine in remote areas, offering crucial access to healthcare where traditional access is limited. For patients like her, teleconsultation is more than just a convenience, it's a lifeline that bridges the gap between remote communities and specialized medical care.



Key activities include regular teleconsultation services, IT and clinical technician support, training for government staff, and efforts to establish a regular and legal framework. The program also prioritizes research, development, and periodic review to ensure sustainability and effectiveness. Coordination with MoSD has been strengthened through format agreements, with Chay-Ya Nepal committed to providing essential resources and extending support for three consecutive years.

Since its inception, the project has made significant progress, with 785 patients (406 male, 379 female) receiving telemedicine consultations by 24 April 2025. Five district hospitals- Humla, Mugu, Jajarkot, Dolpa, and Kalikot – are currently providing services, with plans for further expansion. Health workers and IT personnel have undergone capacity- building training to enhance their ability to manage and sustain telemedicine operations effectively. Regular support ensures smooth teleconsultation services, while ongoing research and development efforts aim to scale up the initiative to municipal hospitals and health centers. Province's health system, making essential medical services more accessible to remote communities. Future expansion will focus on reinforcing municipal healthcare facilities, ensuring long-term sustainability, and establishing telemedicine as a key component of Nepal's public health system.