

Rwanda.
Our experience,
delivery model
and what we
learned so far



babylon in Rwanda

Rwanda has been able to make significant improvements in the citizens of Rwanda's health in a very short period of time. The ability to eradicate disease, improve healthcare outcomes and increase the trajectory of a population is phenomenal.

There is an understanding that there is a need for innovation to advance healthcare through ICT. babyl has been working collaboratively with the Minister of Youth and ICT.

After gaining a license from the Ministry of Health, babyl launched to the public with a free trial period in mid September 2016.

How it started

In September 2016 babylon partnered with the Government of Rwanda to give Rwandans one of the most progressive solutions in healthcare the world has ever seen through the 'baby' app.

The babylon app provides users with

- Health information
- Prescriptions
- Video consultations
- Telephone consultations.

All clinical records are stored and available to patients whenever they need them including notes, images, videos and audio of consultations. Referrals to district hospitals and laboratories for further testing are also available.



Rwanda Service overview

What we do

We offer digital healthcare services accessible to anyone with a mobile phone, irrespective of internet connection.

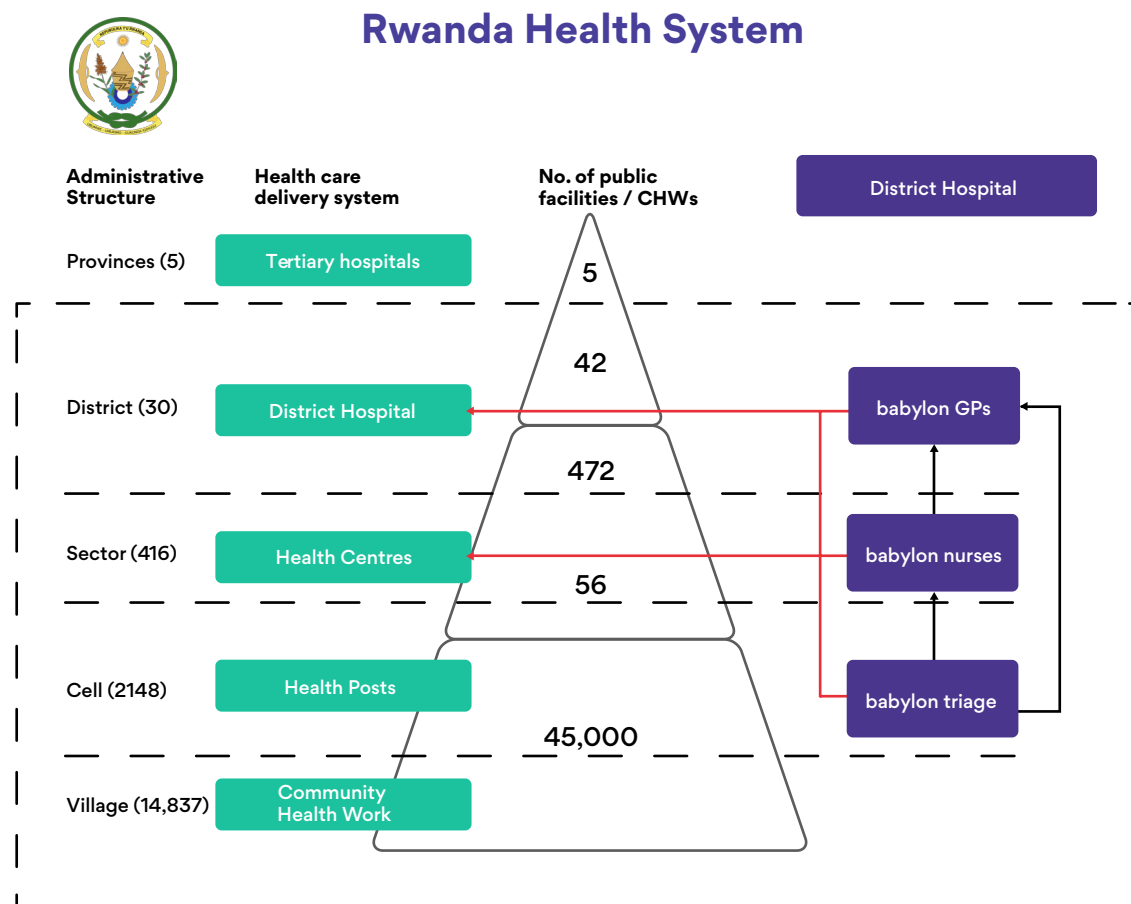
The model

We collaborate with the Ministry of Health of Rwanda and Rwanda Social Security Board (RSSB) under a defined agreement. Users can access our service via an app, which can be downloaded via the Google Play store (video and voice) or with a voice USSD service.

Main healthcare conditions covered

Due to Rwanda's preferences, babylon is designated to treat musculoskeletal, ENT and dermatological conditions via video consultations and the following diseases via audio consultations:

- Gastroenterology
- Mental Health
- Gynaecological
- Respiratory
- Urology
- Others conditions (e.g. epilepsy, NCDs, muscle sprains and strains, etc.)



80% of burden diseases are addressed at this level

Our team in Rwanda

Today we have over 25 clinicians supported by a team of 20+ back office staff including administration, marketing, communication, software development and technical support amongst many others.

All babyl health clinicians are:

- Licensed by Rwanda Medical Council
- Verified for education, training, work history and malpractice history
- Selected individually for their affability, ability to learn and compliance with babyl's continuous improvement systems and exceptional service standards
- Forward thinkers who embrace revolutionary digital health services that babyl offers
- Trained to be efficient and productive to ensure every consultation is conducted and completed within allotted appointment times.



Key Statistics

♥ **September 2016**

Launched

♥ **1,700**

Registrations per day (average)

♥ **288**

Consultations per day (average)

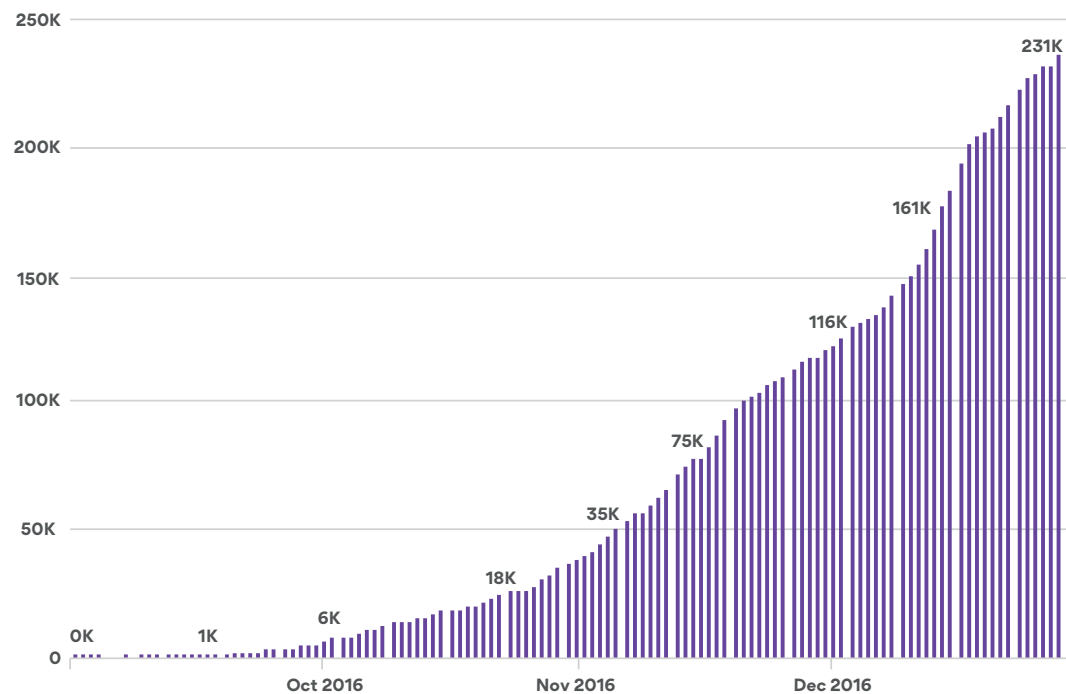
♥ **600,000+**

Total of registrations

♥ **10%**

of the adult Rwanda population registered with babylon in the first 6 months

Registration uptake in Rwanda for first four months



Our current corporate environment

Telecos



Government



Corporate



Insurance





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