

EMPOWERING

mHEALTH PLATFORM WITH ENTERPRISE

Mobile Messaging Solutions for Improved
Healthcare Accessibility and Delivery in Africa

I. Ensuring Fast and Secure Communication Between Healthcare Facilities, Doctors, and Patients

Executive Summary

Headquartered in Kenya, AfriDOKTA is a mHealth platform that aims to help developing communities across Africa to meet the UN's health-related goals stipulated in the 2030 Agenda for Sustainable Development.

AfriDOKTA partners with TeleMessage to develop the AfriDOKTA mobile application that allows doctors and patients across several African countries to engage remotely. With TeleMessage, patients can conveniently obtain legitimate help from healthcare professionals online – all while being guaranteed that all the medical information they send and receive via the app will remain secure and processed accordingly.

Challenges

While the region still lacks defined legislation and regulation for mHealth platforms, AfriDOKTA understands the need to develop a platform that is not only functional but also compliant with key healthcare data privacy standards.

In order for AfriDOKTA to allow the healthcare professionals and patients use the mobile application securely, they need to integrate an enterprise messaging solution into the app that will make it compliant with existing data privacy regulations such as HIPAA, as well as local healthcare regulations being developed in the region.

Achieving Patient-First Healthcare Delivery Approach

One way AfriDOKTA helps healthcare organizations and professionals provide better healthcare services to rural communities is by allowing the patients to share their symptoms with a doctor, **24/7 via the app.**



A region with deficient access to healthcare but with high mobile phone penetration rate, Africa has the highest potential of successfully using the app to improve people's access to quality healthcare. Through AfriDOKTA, patients can get the appropriate treatment for their condition and even ask for a follow-up consultation with the same doctor.

For physicians and healthcare organizations, AfriDOKTA allows them to achieve a fast, convenient, and compliant healthcare delivery. With TeleMessage, AfriDOKTA has become a platform where doctors can collaborate with each other and with their patients, thus resulting in more effective medical resolution, enhanced practice efficiency, and improved patient experience.

II. Compliant Communication for Healthcare Providers

With TeleMessage, AfriDOKTA was able to develop a mHealth solution that is capable of meeting the healthcare needs in Africa, as well as the healthcare data privacy regulation being drafted in the region.

AfriDOKTA's mobile application integrates core healthcare technologies - telemedicine, electronic health record, and cloud interfaces - with a HIPAA-compliant mobile messaging solution of TeleMessage, enabling it to improve healthcare delivery and gain a competitive advantage over similar solutions.

With this successful integration, healthcare professionals and patients in Africa will be able to experience an optimal mHealth platform that can address their unique needs efficiently and effectively over the long haul.

“**TeleMessage has been providing state-of-the-art messaging solutions since 1999.** Our software has been deployed and used by thousands of enterprises, trusted by dozens of telecom operators, reaches hundreds of millions of users and powers billions of messages through customer's networks. We support an ever-growing number of enterprise, including leading brands across a range of industries such as financial, government, healthcare, and retail, among others.”

To learn more about our Mobile Archiving solutions, please contact us:
Tel: +1 (978) 263-1015 | Email: sales@telemessage.com