Plenary IV: Telemedicine and digital health tools for COVID-19 and beyond

Bangladesh

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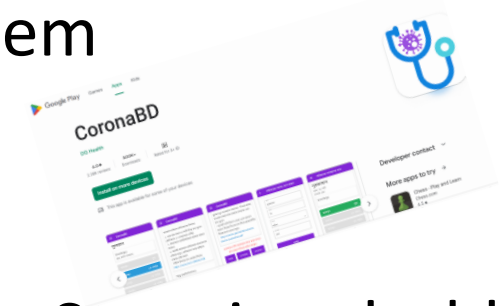
On behalf of Bangladesh Team

Key telemedicine interventions and digital health tools developed to mitigate impact of COVID-19 pandemic

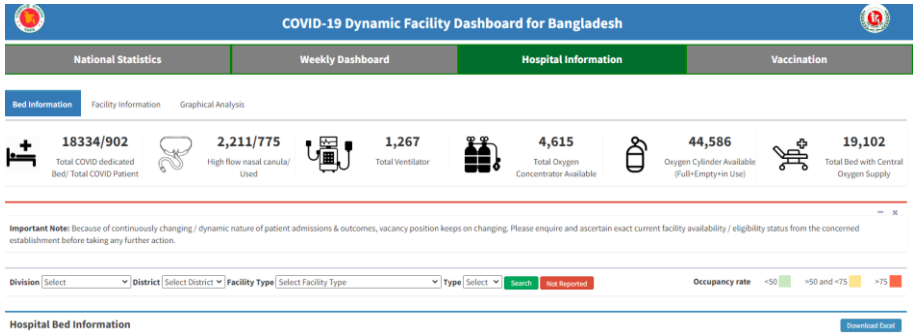
Digital Tools during Covid-19

- Implementation of Covid-19 Surveillance System (DHIS2) to provide QR code based test result and Certificate by SMS and online verification system

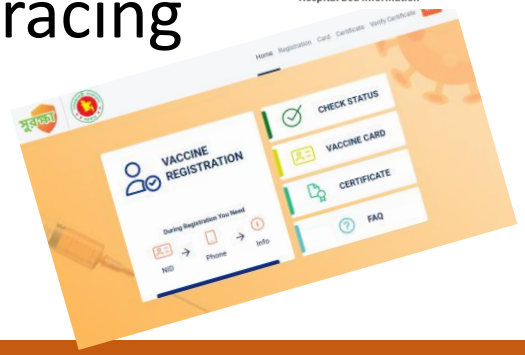
- CoronaBD App



- Realtime Corona Situation dashboard
- Realtime Hospital readiness dashboard



- Corona Tracer App for Contact tracing
- Surokkha Vaccination App



Mobile based Telehealth

Telehealth during COVID-19

SHASTHO BATAYON # 16263
National Telehealth Service Centre

Sep 2015 - Ongoing

Key Services

- Doctors Advice & Treatment
- Hospital Information
- Ambulance Info & Booking
- Complaint & Suggestions
- Accident Information Services
- Corona Related Services
- Adolescent Health Services
- Family Planning Service
- Referral Services

COVID-19 Service provided 16,253,738

COVID-19 TELEHEALTH CENTER # 0966777222

June 2020- April 2021

Key Services

- COVID 19 positive patients assessment, treatment, advice & Counselling services
- COVID 19 positive patients follow up services
- Emergency Ambulance services
- Emergency Hospitalization
- Emergency Food & medicines
- Burial support
- Referral services

Covid-19 Service provided 947,960

Telehealth during COVID-19

MA TELEHEALTH CENTER
09666888888

June 2020-Feb 2021

Key Services

- Pregnant Mothers, treatment, Counselling & referral services.
- Lactating mothers & treatment of her child up to 02 years of age, Counselling & referral services
- General Health & Mental Health Services for Pregnant & Lactating mothers.
- Provide information about nutrition of pregnant and Lactating mothers & her child
- Corona Related Services

COVID-19 Service provided 209,321

Bangabandhu Sheikh Mujib Medical University(MSMMU) Specialized Telemedicine Centre
09611677777

April 2020 - Nov 2021

Key Services

- Provide specialised doctors advice, Counselling & treatment.
- Referral Services

Specialised Health Service Provided during Covid-19 102,963

Institutional Telemedicine

Present Facility based Telemedicine System

- Specialized Hospital-9
- Medical College Hospital-9
- District Hospital-11
- Sub District Hospital-64

(Remote and Hard-to-reach)

94 Telemedicine Center including 1 (one) Monitoring Center

- Processing almost done for Scaling up 150 Subdistrict Hospitals

Present Facility based Telemedicine System

Telemedicine done through Video Conferencing

Key Services

- Specialized Doctor (Professor and Consultant) available through Roster Duty
- All sorts of Consultation available in Telemedicine
- Remote and hard-to-reach telemedicine centers connect to tertiary facilities

Tertiary Hospital

Multi Point Camera

Hospital-1

VPN Connection

Hospital-4

Hospital-2

Hospital-3

Single Point Camera

Primary & Secondary Hospital

How was it implemented? What was the result of the implementation of the tool?

KEY FEATURES OF SHASTHO BATAYON 16263

e-Prescription

- Doctors Name and BMDC Registration
- Prescription ID
- Prescribed Drugs, Dosage formulation and Schedule
- Patient history captured

http://16263.dghs.gov.bd/report

Automated IVR Call

- Health Advice
- Awareness about health issues
- Emergency Announcement
- Important Health promotion

SMS Promotion

- Information dissemination & expansion
- Notification
- Reminder
- Maternal and Child Health and N.C.D
- Complaint Management Service

SHASTHO BATAYON 16263

1. Doctors Advice, Treatment & ePrescription
2. Health Information/ Counselling/
3. Ambulance Info & linkages with 999
4. Complaint Management System
5. Accident Information
6. NEW — Corona related advice, Treatment & referral & Vaccine info
7. NEW — Chronic diseases (NCDs) + Mental Health
8. Adolescent SRH & Family Planning Services
9. Specialists services, referral system
10. Medical Assessment, follow up calls, ePrescription & referral — NEW

স্বাস্থ্য বাতায়ন ১৬২৬৩ ডাক্তারের সেবা, ২৪ ঘণ্টা

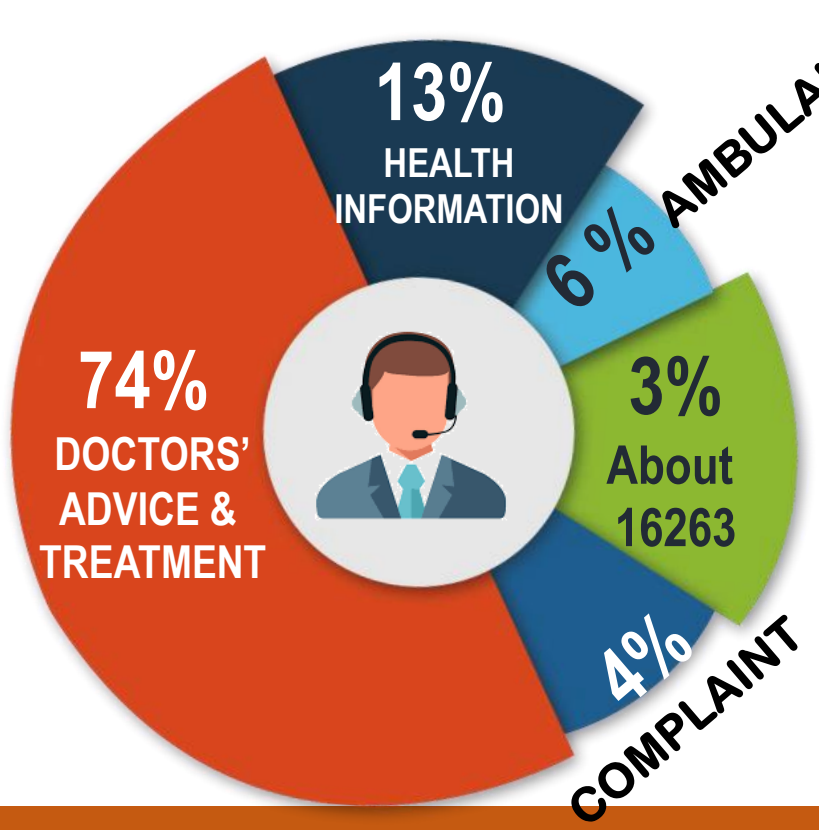
MIS, DGHS, Bangladesh

IMPACT: Service Provided From Shastho Batayan (16263)

Total Service September 2015 to 31st January, 2023
21,156,640

Total Service
8th March 2020 to 31st January, 2023
16,253,738

Corona Related Service
8th March 2020 to 31st January, 2023
13,815,677



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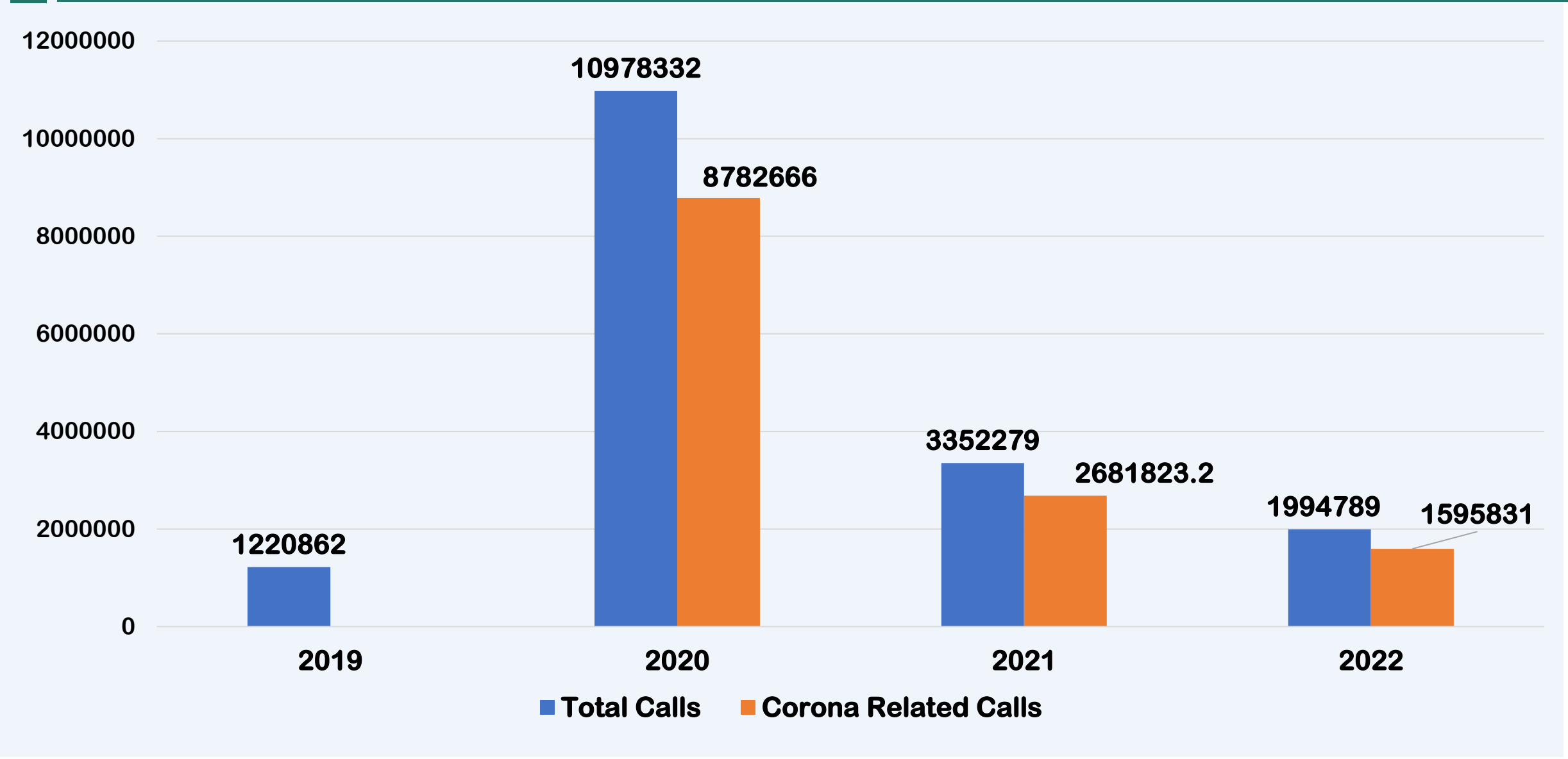
TOTAL CALL VOLUME STATISTICS: (2020 - 2022)



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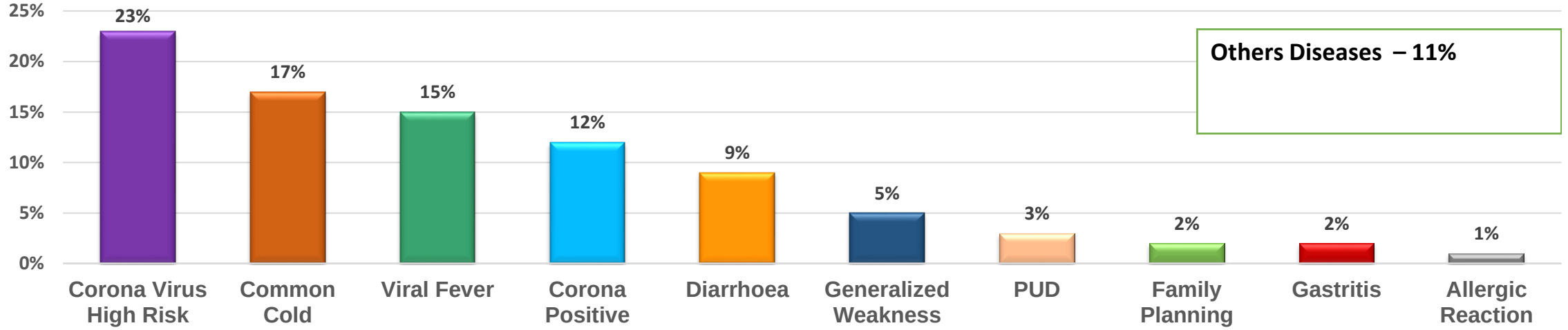
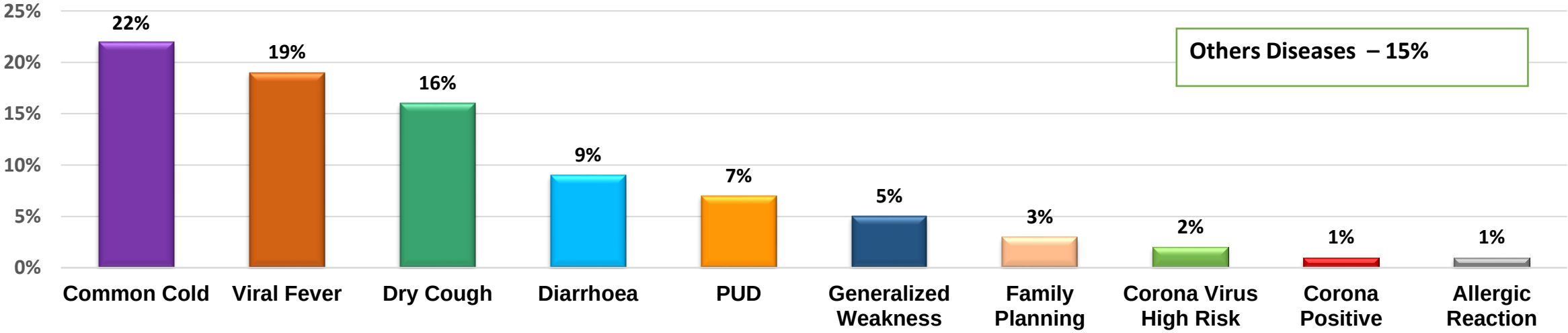
Distribution of Top 10 Diseases/Conditions

Time Period : 8th March,2020 to 31st December, 2022

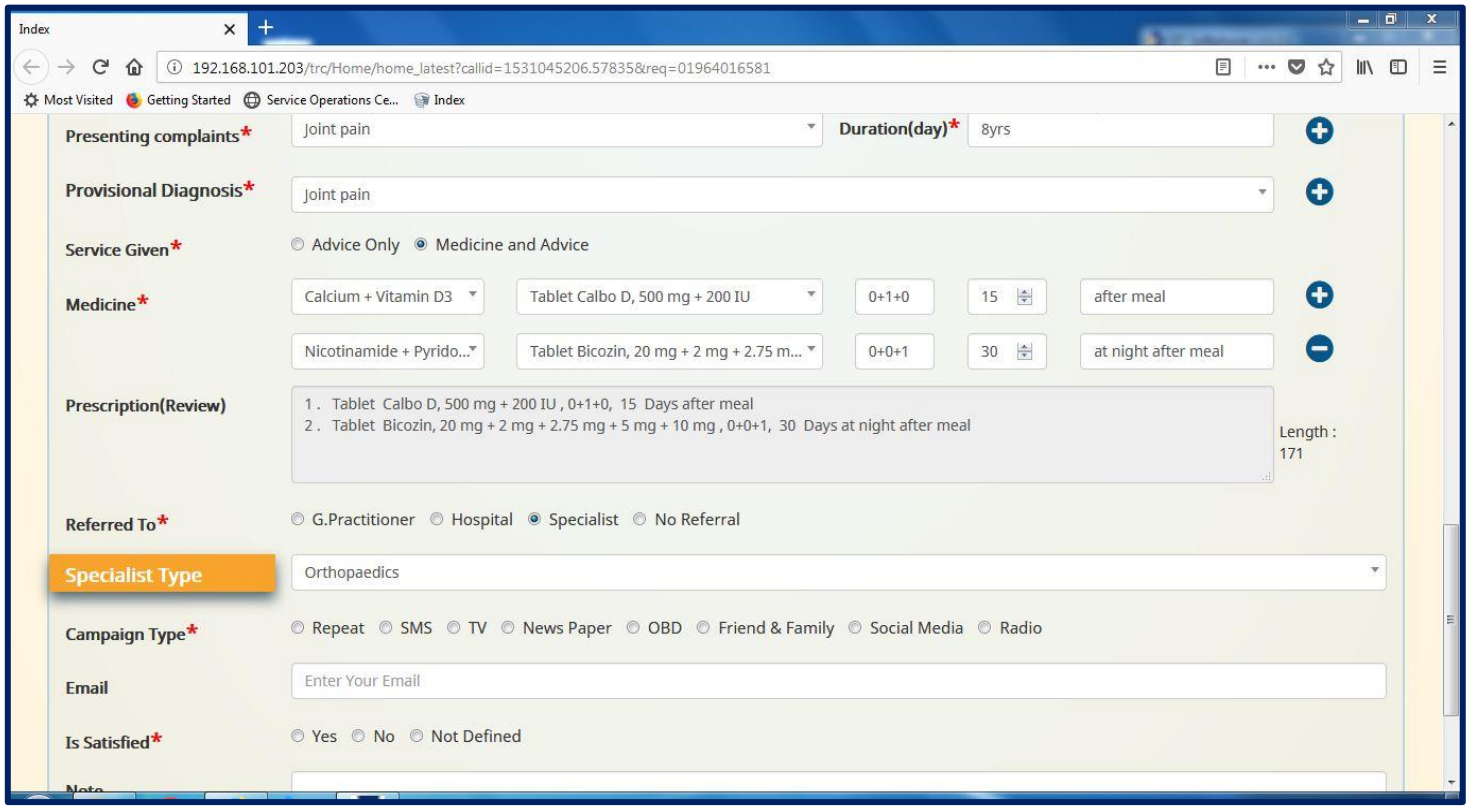


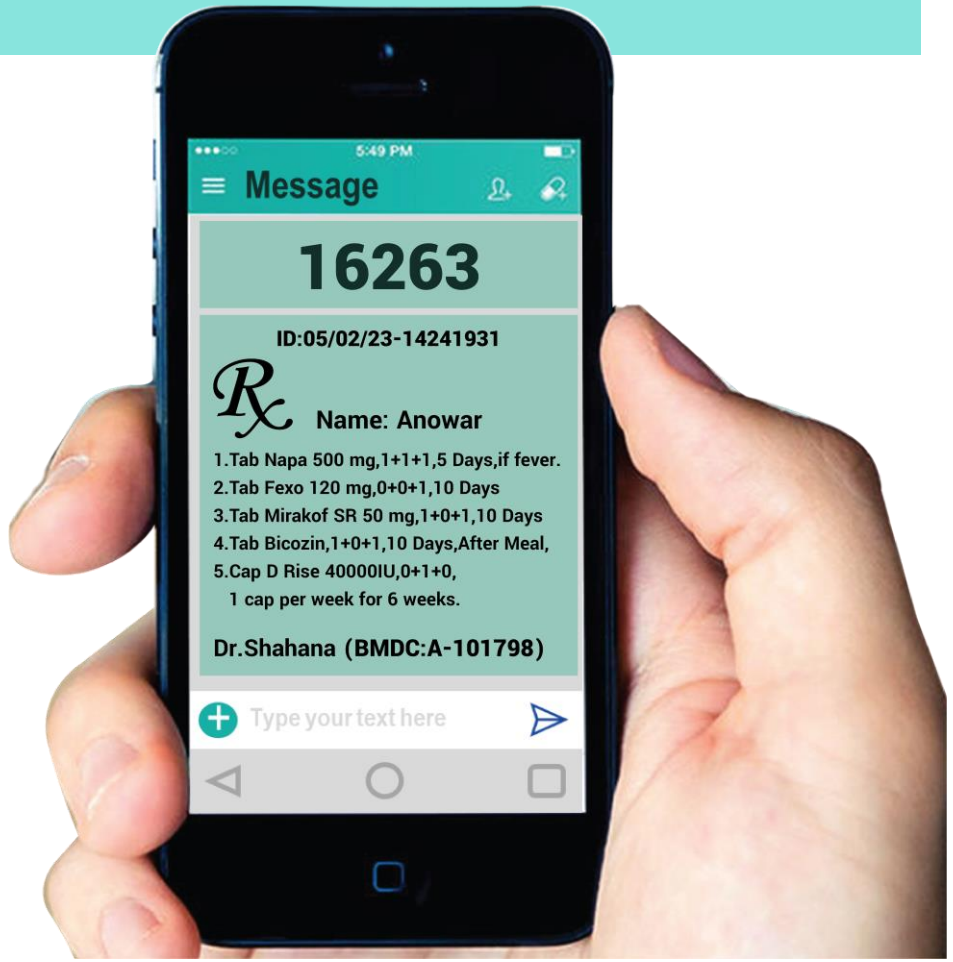
Time Period : 1st January,2023 -- 31st January, 2023



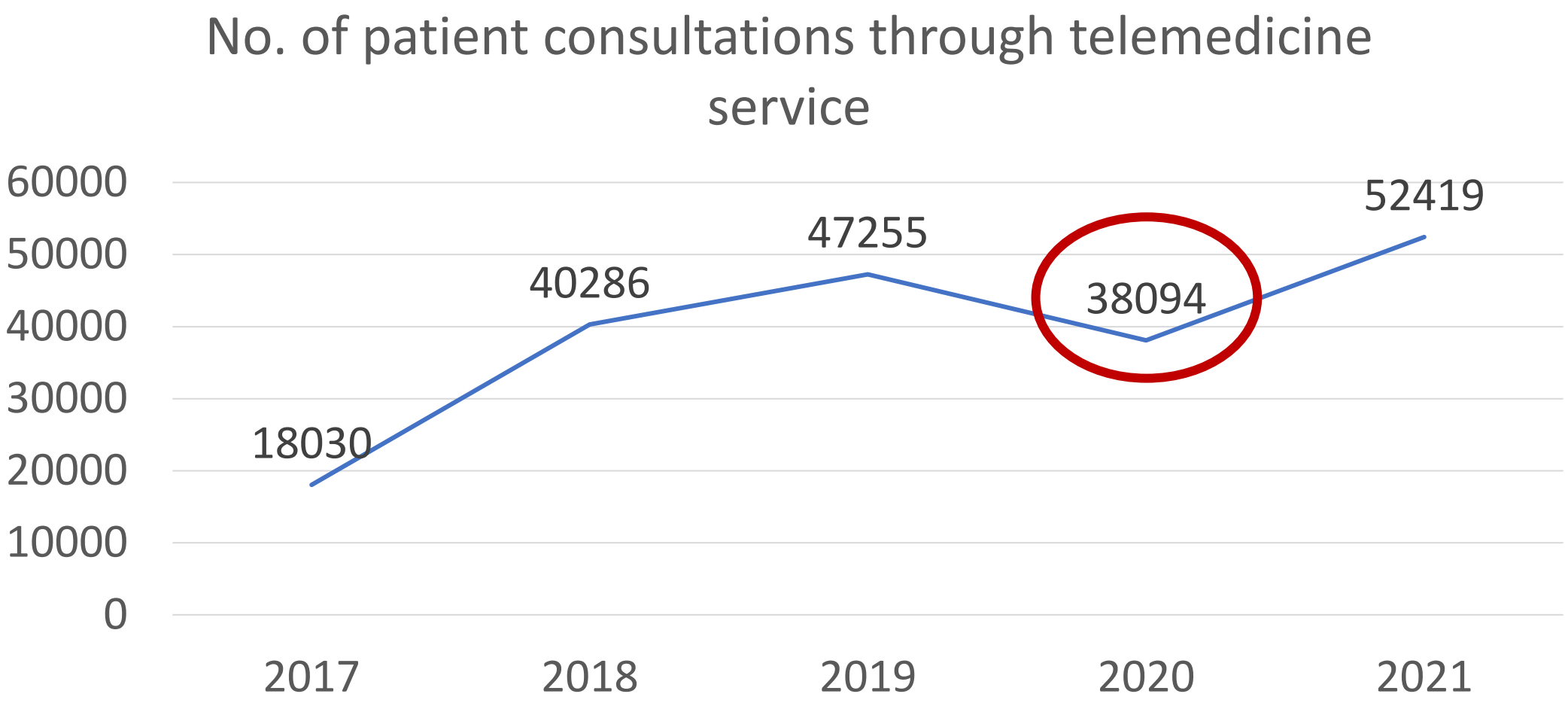
Integrated CRM & e-Prescription

Customer Relationship Management (CRM), is a set of integrated tools, that consists patients information and his history, previous medication and it can generate prescription through mobile phone (e-Prescription)

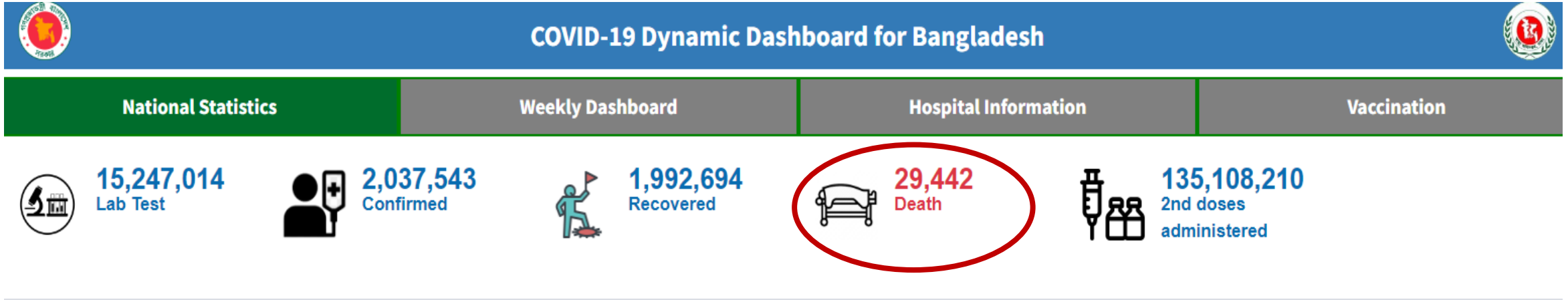




Year wise Facility Based Telemedicine Service



Covid-19 Statistics in Bangladesh



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Key enablers and barriers in implementing the tools during the pandemic

Key enablers and Barriers in implementing the tools during the pandemic

Key enablers:

- Mobile Operator
- Television
- Social Media
- Print Media
- Contagiousness of the Covid encourages physicians to consult through telehealth

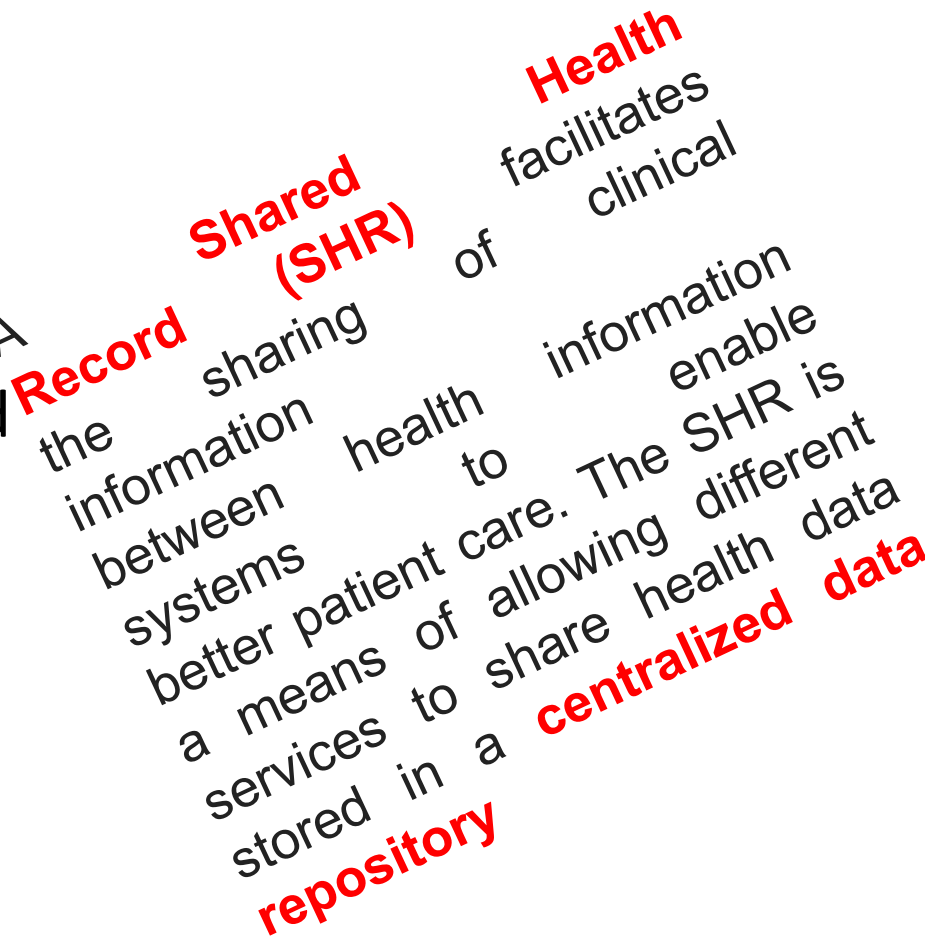
Barriers:

- Lack of Transport Communication during Lockdown
- Less knowledge of Digital Literacy among elder people

Lessons learned as way forward

Lessons learned as way forward

- During any emergency condition Mobile telehealth can reach rapidly to the people than facility based telemedicine
- Integrated Telemedicine Software
- Telemedicine and Telehealth service information will be linked to present initiative of Shared Health Record (SHR)
- Different Services will be integrated to Present National Health Call Center (16263)
- Facility based Telemedicine will be rolled out to Community Level Health Care through integrated telemedicine software
- Tele-gadgets will be integrated with the existing telemedicine system



Thank You!