



babyl

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Rwanda will be the world's most advanced country for digital health

- **10 year partnership between Babyl (Babylon's service in Rwanda) and the Government of Rwanda to build Africa's first universal primary care service, using a digital-first approach**
- **Almost every person in Rwanda will be able to have a consultation with a doctor or nurse within minutes over their mobile phone through the country's national health service**
- **People in rural villages through to largest cities will be able to use the service**
- **Medical staff will be aided by Babylon's Artificial Intelligence-powered triage & symptom checker platform**
- **Every consultation will be paid for through the government's community-based health insurance scheme known as Mutuelle de Santé, which is managed by the Rwandan Social Security Board (RSSB)**

Rwanda will be a world-leader in digital health as a new partnership between Babyl and the government will allow people over the age of 12 to have a consultation with their doctor or nurse through their phone within minutes. They will be able to receive prescriptions, lab requests and referrals. This partnership will use a digital-first approach to create Africa's first universal primary care service.

Many countries across the world are coping with long delays for appointments with a family doctor. Rwanda is the world's first country to offer digital appointments to virtually everyone, helping to reduce queues and the need for travel.

Dr Daniel Ngamiye, Minister of Health in Rwanda, said:

"We are delighted to have this partnership with Babyl who will work alongside all our health institutions and RSSB to deliver this innovative digital healthcare service. Increasing access to our doctors will help stop self-diagnosis and self-medication which lead to longer-term complications. With the reduced burden on health centres and other medical institutions, our medical professionals will be able to spend more time and resources on the most serious medical cases, further increasing the quality of healthcare delivery across the country."

The system uses text messages and voice calls so that it can be used as widely as possible, even on phones with limited multimedia and internet capabilities. Patients will get greater control over their own health, faster treatment and fewer trips to health facilities. An earlier service run by Babyl, launched in 2016, already has over 2 million registered users, has delivered over 1 million consultations and is delivering 3,000 more every day.

Dr Ali Parsa, Founder and CEO of Babylon, said:

“We are so proud to be helping make Rwanda a world-leader in digital health, and so humbled that the Government of Rwanda chose Babylon to help its ambition to provide universal primary care to all its citizens. Rwanda is showing the world how we can sustainably tackle the challenges in healthcare, and make it accessible and affordable for all.”

The health service includes the creation of Electronic Medical Records (EMR) which are expected to improve record-keeping, information sharing, reduce duplication and lead to cost savings from improved health outcomes at patient and population levels.

Clare Akamanzi, CEO of the Rwanda Development Board, said:

“Babyl’s investment in Rwanda contributes to Rwanda’s National Strategy for Transformation, particularly ensuring access to quality health for all, and establishes Rwanda as a globally competitive knowledge-based economy by reinforcing partnerships to build skills with practical applications in health.”

Dr Solange Hakiba, the Deputy Director General of RSSB

“RSSB strives to increasingly deliver a comprehensive social security package that addresses all social security needs of all Rwandans. Digital healthcare is a significant step towards ensuring that all our members can conveniently access doctors without fear of loss of income or worry about travel to a medical institution. Early intervention with easier access to healthcare will also reduce the burden on our universal healthcare scheme.”

Shivon Byamukama, Managing Director of Babyl Rwanda, said:

“The people of Rwanda are supportive of this country’s forward-thinking vision and 98% of patients say they recommend Babyl and will use it again. The Bill & Melinda Gates Foundation helped us set up this service and enabled Rwanda to demonstrate what’s possible and sustainable, now Rwanda can show the world how healthcare should be done.”

-- ENDS --

Notes to editors:

- The service will work, as follows:
- The patient will book an appointment, after a simple registration process, through their phone
- A medical practitioner will call them back and take them through a triage process that is further enhanced with an AI Triage & Symptom checker platform (this element is due to launch later in 2020)
- Laboratory tests will be booked digitally and as soon as the results are available they will be shared electronically with the Babyl doctor
- Prescription codes will be delivered via text message so the patient can collect their medication from pharmacies across Rwanda including those in Health Centers.

Babyl is grateful for their partnership with the Bill and Melinda Gates Foundation which has been instrumental in scaling the model while we have continually learned about and enhanced the service for users across the country.

As an innovator in the global health sector, Babyl has been keen to share their experience and insights as a case study in digital health in multiple fora including in The Rockefeller Foundation and United States Agency for International Development's (USAID) Center for Innovation and Impact Report: AI in Global Health: Defining a Collective Path Forward. Babyl and Babylon have also recently been selected to join the prestigious Innovations in Healthcare Network, Co-founded by Duke Medicine, McKinsey & Company, and the World Economic Forum.

Since its launch in 2016, Babyl has already created 300 jobs in digital health and will continue to create employment and training opportunities in Rwanda, particularly as the service launches more AI-enabled services in the future.

Please visit Babyl's website for more information: <http://www.babyl.rw/>

About Babylon

Our mission is to put an accessible and affordable healthcare service in the hands of every person on earth. We combine technology and medical expertise to bring doctors and people closer together. We give people round-the-clock access to affordable - often free - holistic healthcare services. Like digital health tools and video doctor appointments. We work with governments, health providers and insurers across the globe, and support healthcare facilities from small local practices to hospitals. We want to inspire change. And it's all in the name of good health.

Need more info?

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