

MomConnect South Africa:



health

Department:
Health
REPUBLIC OF SOUTH AFRICA





What is MomConnect?



Founding Partners



Technical Partners



Donors



Personalised.

Integrated.

Built for Scale.

Feedback Loop.

Customised.

Local installation.



The Architecture



Building Blocks

Service
Rating

Helpdesk

FAQ

Stage based
Push
Messages

Building Blocks

HIE Integration
Layer

Multi-Channel
Registration

DHIS2



The Beginnings

Personalised.

Integrated.

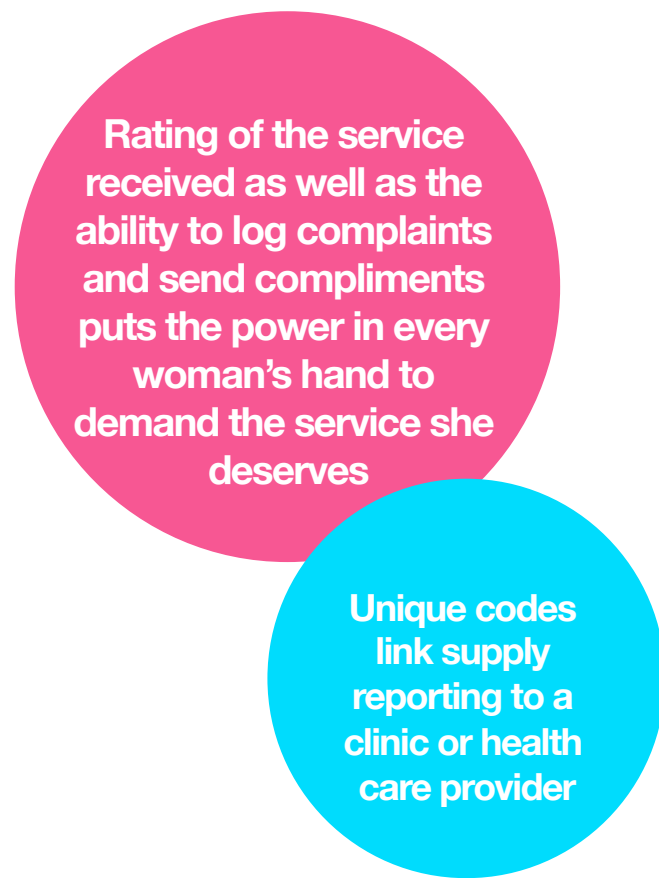
Built for Scale.

Feedback Loop.

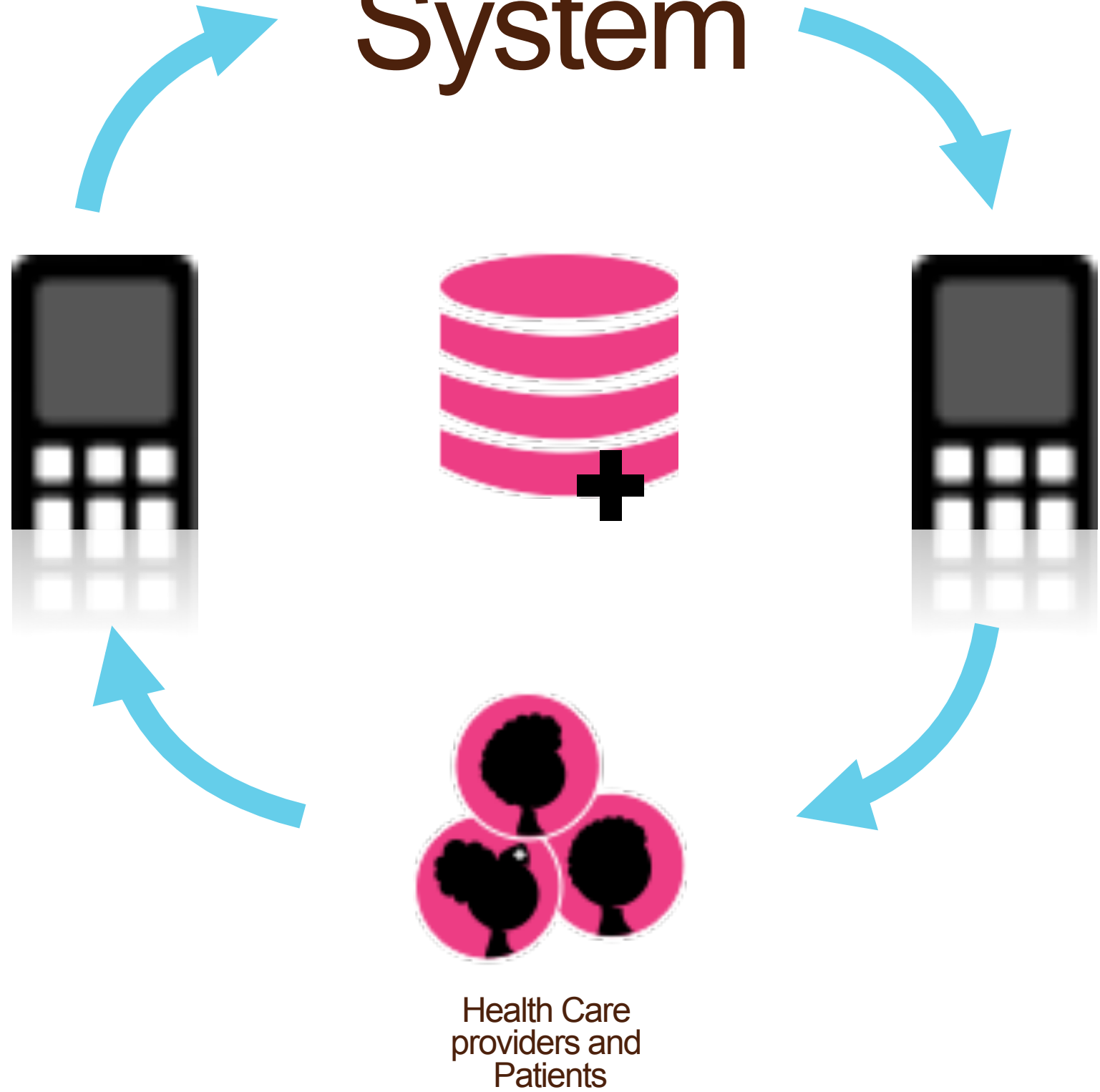
Customised.

Local installation.

Supply



Health System



Demand





Supporting the Supply Side

Service
Rating

Helpdesk

FAQ

Stage based
Push
Messages

Building Blocks

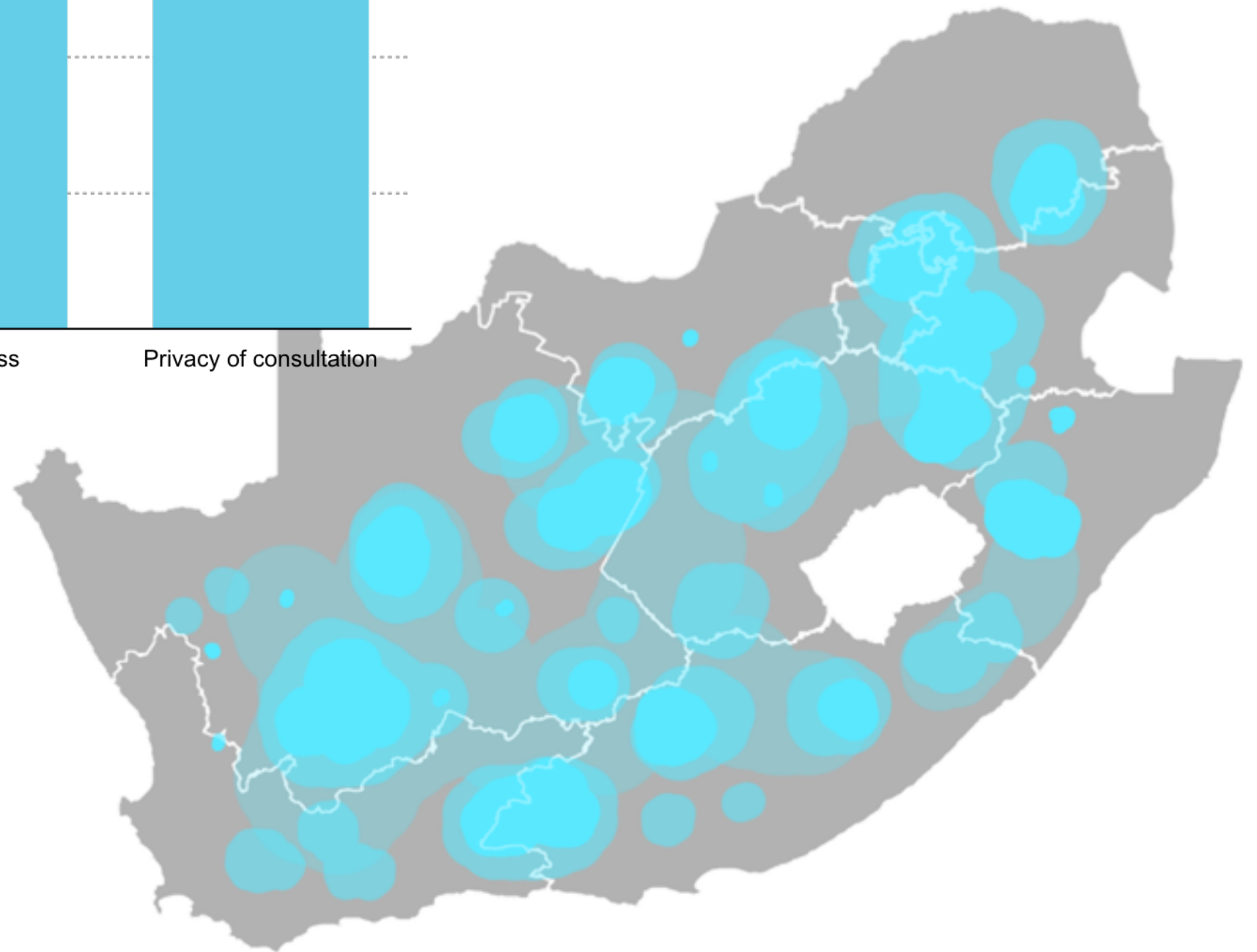
HIE Integration
Layer

Multi-Channel
Registration

DHIS2

Service Rating

At various points in the women's journey with this system she receives a message to ask her to rate the service she received. This service rating is linked to a unique code so that performance can be monitored on a Health Care Worker, clinic, district and province level.



> 120,000
Service Ratings

1 National
Medication shortage identified
and resolved

Help Desk

Mothers can send in any question, compliment or complaint to the helpdesk via SMS or dial in via a toll free number. Trained helpdesk operators then reply to these messages with prewritten, approved content through the Helpdesk Interface.



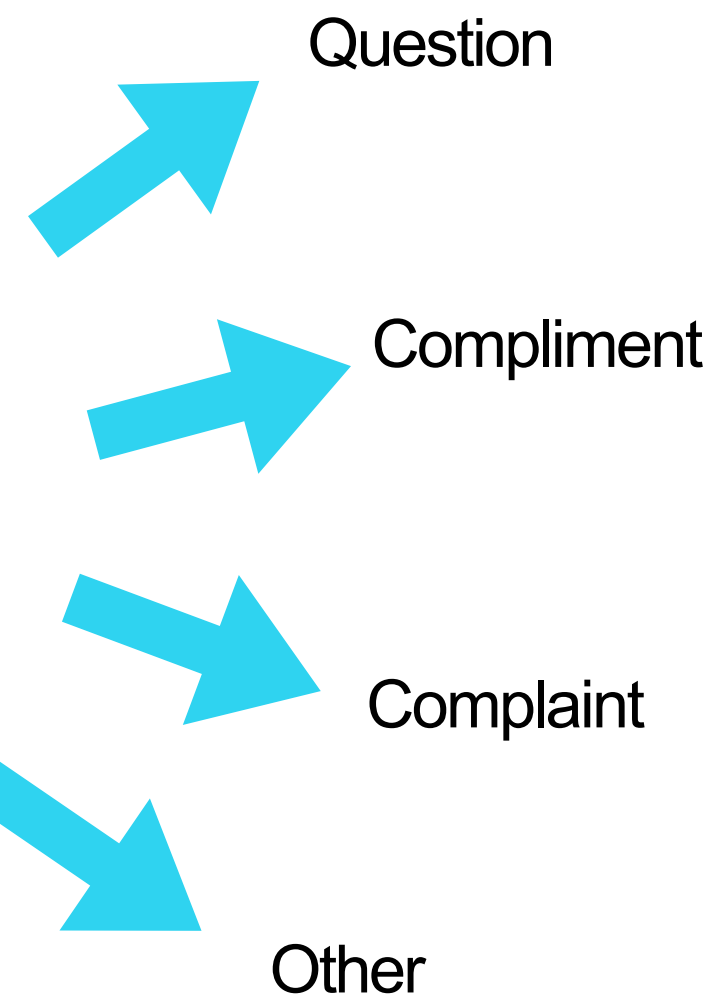
Mom

I was at the clinic and the nurse wouldn't treat me because I'm a foreigner.

We are sorry to hear about this experience. Your case is being investigated.



Helpdesk Interface

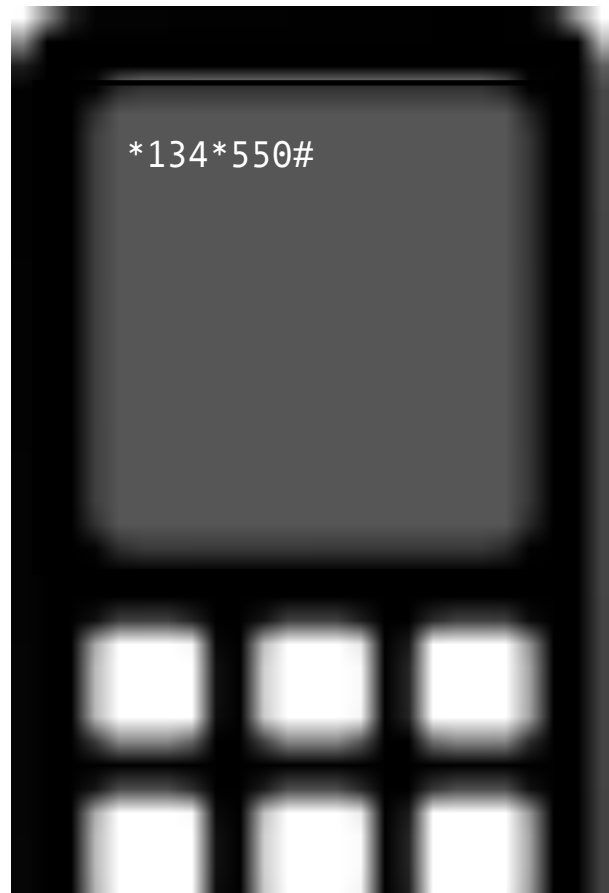


> 240,000

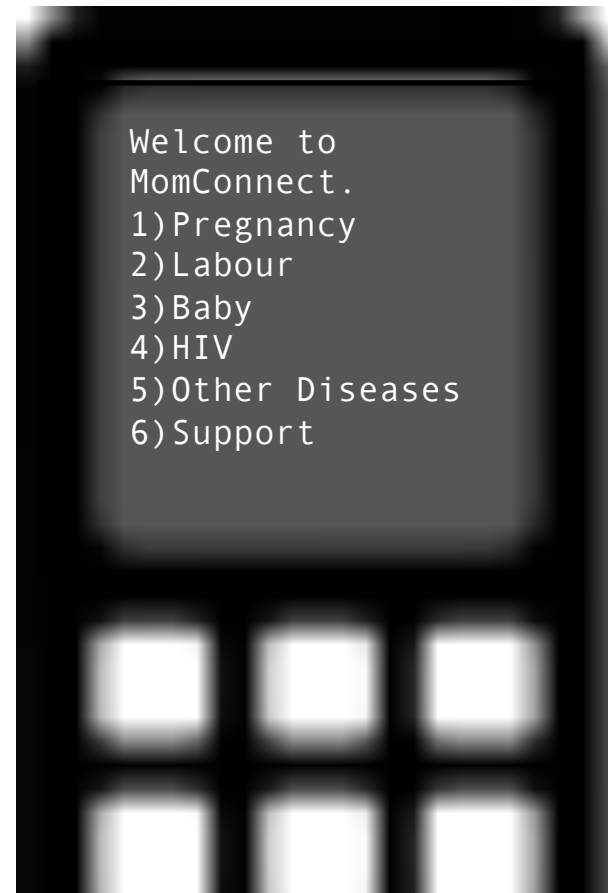
Helpdesk Messages Processed

FAQs or Info Guides

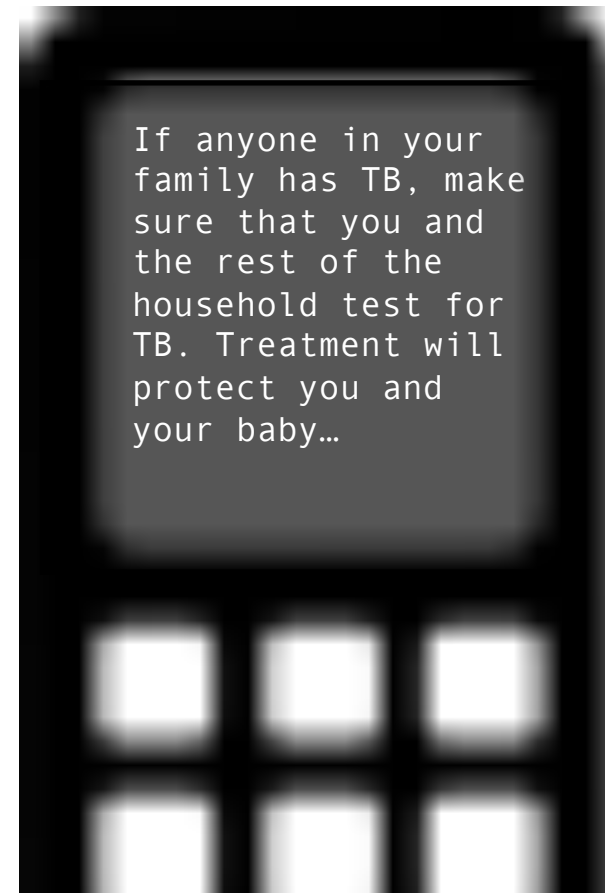
Info guides are available via USSD and IVR. These Info Guides are not stage based and allow users to browse in various topics and the user can then choose to have the content send to them via SMS. This content is the same as the content used to answer user's questions via the Helpdesk and can be tailored to serve multiple role players in the ecosystem.



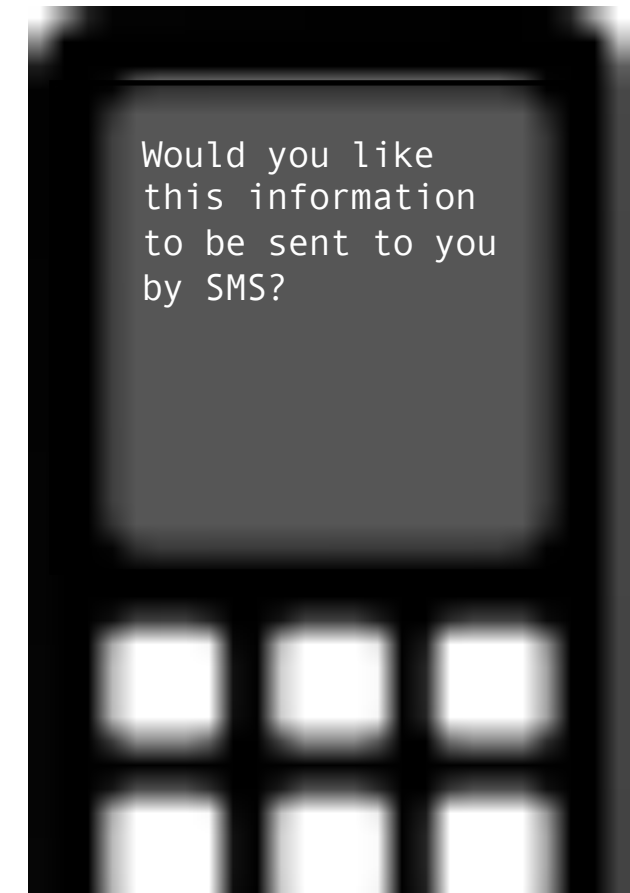
Dial



Browse



Find



SMS

NurseConnect

In recognition of the need to empower health workers, we are currently developing a Nurses and Midwives training system that comprises of USSD registration, Info Guides, Targeted SMS messages and a mobile web based training platform

NurseConnect

momconnect
Home | Learn | Feedback

Welcome, Lebo

Modules

Your Modules

- High risk Pregnancies
- HIV & PMTCT
- Exclusive Breastfeeding

Share your modules : [f](#) [t](#) [e](#)

Module 1: How To Identify and work with High risk pregnancies

Module description text...

Discuss modules

ADD YOUR FEEDBACK

ADD FEEDBACK

CONTRIBUTE

ASK OUR EXPERT A QUESTION

Identifying High Risk Pregnancies
With Dr Kris Kumar
03 March | 14:00 - 18:00

Zhini - asked at 16:30
Question text...

Dr Kris - at 14:18 - Replied to Thuli
Answer text...

Thandi - Asked at 14:15
Question text...

Dr Kris at 14:07 - Replied to Thandi
Answer text...

Thandeka - 5min ago
Feedback text...

Lebo - 2min ago
Feedback text...

Next >

Thank You!
You will now be getting regular SMS messages from MomConnect AND you can join the MomConnect Learning community.

Start Here

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Coming Soon

More...



Thank
You

