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Session 16: Digital health
Increasing access to healthcare through Telemedicine

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Project Stakeholders

- **GIZ Philippines** (a technical cooperation agency)
- **KonsultaMD** (a private telemedicine provider)
- **CHMF-1Coophealth** (a private HMO)
- **National Telehealth Center** (a thinktank, resource center)
- **KonsultaMD** (a private telemedicine provider)
- **Rural Health Units** (local government primary healthcare facilities)

Telemedicine – Increasing access to healthcare
Project Results (Oct 2020 – Oct 2021)
Philippines: Telemedicine services for COVID-19

- Telemedicine services subscribed by 15,000 clients
- Telemedicine awareness materials produced & disseminated
- Open source application on telemedicine developed & launched
- Training on use of telemedicine platform conducted
- Learnings disseminated through factsheet & webinars
- Open source telemedicine app disseminated to other stakeholders
Challenges

**Philippines: Telemedicine Services for COVID-19**

**Acceptance Challenges**
- Newness of the service
- Data privacy concerns
- Application usage

**Technical Challenges**
- App development skills
- Poor internet connection
- Smartphone dependency

**Cultural Challenges**
- Openness to change
Lessons and Recommendations

Philippines: Telemedicine Services for COVID-19

01. Provide sufficient timeline for developing the app
02. Provision of content for smooth onboarding
03. Find use cases for Telemedicine to keep members engaged
04. Focus on data privacy
05. Have backup solutions
Thank You

For more information, visit www.mefin.org

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