

## Quality healthcare and counselling through video technology

Pakistan – doctHERs

### SUMMARY OF PROJECT

doctHERs™ is a novel health care platform that connects female doctors to millions of underserved patients, including those with disabilities, in real-time while leveraging online technology. doctHERs™ overcomes sociocultural barriers that tie women to their homes, and at the same times provides access to quality health care, as well as employment for unemployed, qualified health professionals.

*“Five years in an institution seemed like an eternity. Now I live with my parents and sister, and I want to be here forever!”*

— User of doctHERs

### FACTS & FIGURES

- Inclusion of 10 female doctors and 5 nurses into the workforce
- Launch of 4 clinics in urban-slum communities, namely Model Colony, Hijrat Colony, Mansehra and Ilyas Goth
- Impacting 15000 lives directly and 750000 lives indirectly
- Recognition: Ashokha Changemakers Award, CRDF Global Challenge, Shell Tameer Awards, Echoing Green, Unreasonable Institute. GIST Tech I, Start-Up Cup, invest2innovate, MITEF-BAP, ISIF Asia Awards, Acumen, Pro-Pakistani, Tribune, Dawn, AKS Films

### PROBLEMS TARGETED

In Pakistan, the lack of political will, poor commitment in fulfilling international obligations, and a shortage of finances are among the reasons that physically challenged people are deprived of their basic rights. They have virtually no access to trained and qualified doctors, physical therapists, occupational therapists, speech-language pathologists, medical social workers, and rehabilitation psychologists.

## SOLUTION & METHODOLOGY

doctHERs™ aims to provide quality health care and rehabilitation counselling to disabled people through qualified doctors and other health providers in low-income and remote rural areas where such facilities are not available. The project makes use of technology in the form of video consultation to connect a home-based doctor to a remotely located patient through state-of-the-art software via a nurse assisted platform. A live video consultation allows doctHERs™ and patients to connect in real time, aided by a trained paramedic at the patient's end. By extending the health care system through ICT and by making the best use of all available doctors and staff, a scalable health care system can be developed that will become a model of the care delivery system of the future.

## OUTLOOK & TRANSFERABILITY

doctHERs™ is exploring partnerships with private corporate organizations and social enterprises that already have a network of clinics established in Pakistan, thus helping to reduce setup costs. doctHERs™ would then need only to provide training to the available medical staff and install the necessary hardware and software. Collaboration options with the government are also being explored.

Photo: Yes

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