

2023

the
virtual
doctors



HAND WASHING STATION INSTRUCTIONS



2023 Winter Report

Update for our Donors and Supporters

Thank you !

Our principal aim is to improve primary healthcare and prevent unnecessary referrals to hospitals.



Using a Smartphone App, our service connects isolated health centres in rural Zambia and Malawi with UK and local volunteer doctors

3,160

cases submitted in 2023

87%

Increase in case numbers from 2022

29

New sites onboarded



Highlight

Details

Outcome

Masaiti & Solwezi districts, Zambia

the Virtual Doctors (VDrs) service is now available in at least one site in very Province in Zambia

- 7 Health facilities with 14 clinicians onboarded onto the VDrs service.
- 290 cases submitted across 22 specialties

Malawi

15 Orthopaedic Clinical Officers trained and on-boarded

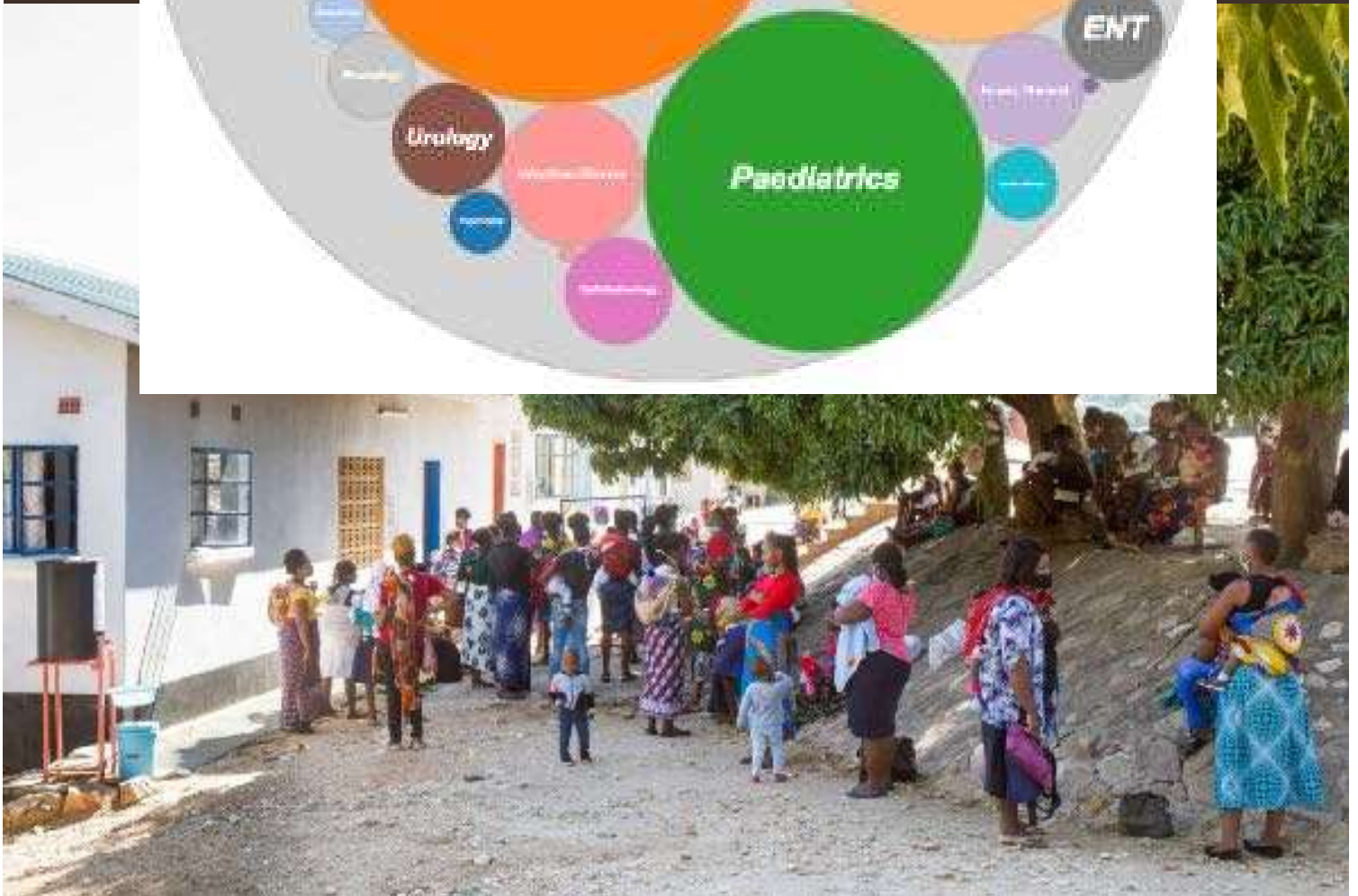
- Covering Salima, Ntcheu, Dora, Zonba and Machinga
- Ready to onboard 60 Malawi sites with our new custom built app in 2024

New custom built Virtual Doctors App

Enhanced replacement App will enhance our service

- Development and User Acceptance Testing completed
- Version 1.0 ready for pilot phase in first quarter of 2024.

How our 2023 cases are spread across medical specialties



in summary....



Clinical Officers submitted a total of 3,160 cases from January 1st to December 31st, 2023. We have experienced a remarkable increase of 87% in the number of case submissions compared to 2022. This can be attributed to the new strategies introduced by the Operations Team such as close monitoring of cases through weekly and monthly reports and regular engagement with the service users.

As the graphic on the previous page shows, General Practice emerged as the most consulted specialty, with 797 cases, followed by General Medicine and Paediatrics with 465 and 437 cases, respectively.

During 2023 we finally embarked on the long awaited project to develop a new Virtua Doctors app,

The new app will provide clinicians and doctors with enhanced case management and data analytics that will support measures to improve the quality and sustainability of our service.

The tech project has progressed very well. We have worked through the agreed plan to get to the point where we have now accepted Release One from our tech partner, 3 Sided Cube.

We have been impressed with our tech partner and believe we have a great new custom built telemedicine application that is a good example of 'tech for good' and is good for Virtual Doctors.

James R Phiri, CEO

Malawi expansion

In May 2023 we expanded our service to five district hospitals in Malawi. The hospitals are strategically located in two regions, namely Salima, Ntcheu, and Dowa in the Central Region, and Zomba and Machinga in the Southern Region.

During the expansion, 15 Orthopaedic Clinical Officers underwent specialised training and were equipped with the Virtual Doctors (VDrs) devices. This training took place in collaboration with the J&J and AO Alliance's External Fixators training which targeted Orthopaedic Clinical Officers, Theatre Nurses, and Anaesthetic Clinical Officers in district Hospitals.

Zambia expansion

During 2023 we expanded to 14 new sites in 2 Districts and 2 provinces. The districts we expanded to are Masaiti and Solwezi. In each district we introduced our service in seven health facilities and 14 clinicians were successfully trained on the use of the Virtual Doctors App.

Dive in...

3 Sided Cube recently interviewed Dr Isabelle Widmer, a member of the Virtual Doctors Board. She discusses the Virtual Doctors story and telemedicine. The recording is available here:

<https://www.youtube.com/watch?v=lrAEZ3pkXAM>



On Labour Day, May 1st, 2023, Mr. Victor Nduwayo was acknowledged and commended for his exceptional contribution to healthcare service through the utilization of our telemedicine platform. It was our privilege to recognize Mr. Nduwayo as he has consistently engaged with our service since August 2020.

During the event, we presented Mr. Nduwayo with an award. He expressed his gratitude for the recognition and pledged to continue utilizing our service, while also encouraging others to embrace technology as they treat their patients.

Mr. Nduwayo shared his firsthand experience on how our platform has been instrumental in resolving complex cases he encounters at Chikowa Rural Health Centre, in Zambia's Eastern Province.



Virtual Doctors Podcast by Dr Daniel Grace & Dr Robert Mills

Dr Daniel Grace, VDr's Medical Director, teamed up with the VDr's Medical Education lead, Professor Robert Mills, to create an informative medical podcast for our service users.

The podcast currently has 8 episodes, covering common conditions referred to and common questions asked in the cases. The podcast is on the learning section of our app, where we provide users with fact sheets and emergency guidance notes. Both initiatives enhance each Clinical Officer's learning journey and helps them to serve more patients within their community, thereby reducing referrals to distant hospitals.

The podcast : <https://podcasters.spotify.com/pod/show/the-virtual-doctors>



"I find the Virtual Doctors Podcast amazing. It goes beyond just sharing information; it helps us understand certain medical conditions at a profound level. This in-depth understanding makes it easier for us to approach and treat patients with confidence, especially when we encounter cases discussed on the VDr's podcast. Truly an invaluable resource for medical professionals."
Victor Nduwayo.



Healthcare Show & Tell

The Healthcare Show & Tell meetings serve as an engaging platform where front-line staff share their knowledge, interact with one another, and receive feedback from peers. To ensure accessibility, we provide Clinical Officers with data for accessing Zoom meetings. We conducted 7 shows during 2023.



Episode

Presenter

Case

18

Mr. Alex Siwila from
Chipata District Hospital
district

- A 38-year-old man who is known to be Human Immunodeficiency Virus (HIV) positive and presented with symptoms including chest pains, fever, cough, and drowsiness.

19

Mr. Ian Nanzaluka from
Kazungula District Hospital

- The case under discussion revolved around a 17-day old baby who exhibited gradual breast swelling for four days along with slight body heat.

20

Mr. Edgar Chisala from one
of our newly opened sites
in Masaiti district, Masaiti
District Hospital

- a patient with retrosternal goiter and a history of breathing difficulties who was rushed to the emergency room.

21

Ms. Grace Mufungwe from
Kakombe Rural Health
Centre in Solwezi district

- An 11-year-old epileptic patient who had infected burn wounds. The patient fell onto a fire and sustained wounds on the right upper limb. The guardian applied some herbal remedies at home for about 2 weeks before taking the casualty to the health facility for further management.

Episode

Presenter

Case

22

Mr. Fitz Kennedy Kaniini from Kanchele Rural Health Centre in Kalomo district.

- A 30-year-old male patient who was reported to have ingested car battery acid. The patient was presented with symptoms of vomiting and intense abdominal pain.

23

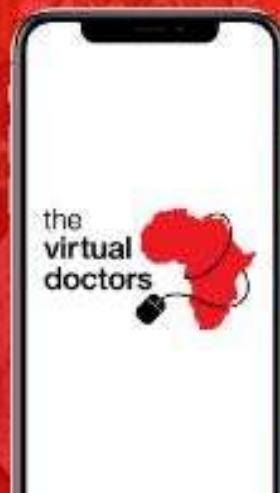
Mr. Mweene Muzibeki from Yeta District Hospital in Sesheke district.

- The patient was attacked by a Leopard, and sustained deep lacerations on the scalp and face. He was fully conscious and ambulant though in pain.

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Dr. Bright Siamunyanga from Solwezi Urban Clinic in Solwezi.

- The cases under discussion were based on a presentation on the outbreak of Anthrax in Zambia.



OUR SIMPLE TELEMEDICINE SOFTWARE, DESIGNED WITH RURAL COMMUNITIES IN MIND, CONNECTS REMOTE HEALTH CARE WORKERS, WITH A PANEL OF VOLUNTEER DOCTORS WHO GIVE DIAGNOSIS AND TREATMENT ADVICE ON COMPLEX CASES.

Conference in Malawi

Our Operations Manager, Stellah Chilembo, had the privilege of representing the Virtual Doctors at the first National Trauma Consultative Forum in Malawi from 15th to 16th November 2023. The forum's theme, "Rethinking and creating a dynamic trauma and orthopedic system," underscores our shared commitment to improving public health and socio-economic well-being.

Discussions were centered on mitigating factors contributing to trauma and orthopedic cases, focusing on enhancing data capturing and management. The participants explored initiatives empowering healthcare professionals with research skills for evidence-based practices, research studies, and education in trauma and orthopaedics.



NATIONAL TRAUMA CONSULTATIVE FORUM, 2023
15th - 16th NOVEMBER 2023, BICC, LILONGWE - MALAWI

Thank you to all our donors for their

generous support



The Virtual Doctors Trustees and staff would like to thank all our volunteer doctors, donors, partners and supporters for your continued dedication to improving healthcare services in the communities supported by the Virtual Doctors service.

We would also like to thank our community of clinical officers, their management, and the officials who have supported us from the Ministries of Health in Zambia and Malawi.

With your support, we continue to strive to expand the service to more clinics. We are also now ready to start rolling out the new Virtual Doctors app to our user community, making it easier for them to submit and respond to cases.



Huw Jones, President & Founder

