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# Telemed Medical Services

Yohans Wodaje, MD  
Founder, Telemed Medical Services

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**SHOPS is funded by the U.S. Agency for International Development.**

**Abt Associates leads the project in collaboration with:**

Banyan Global

Jhpiego

Marie Stopes International

Monitor Group

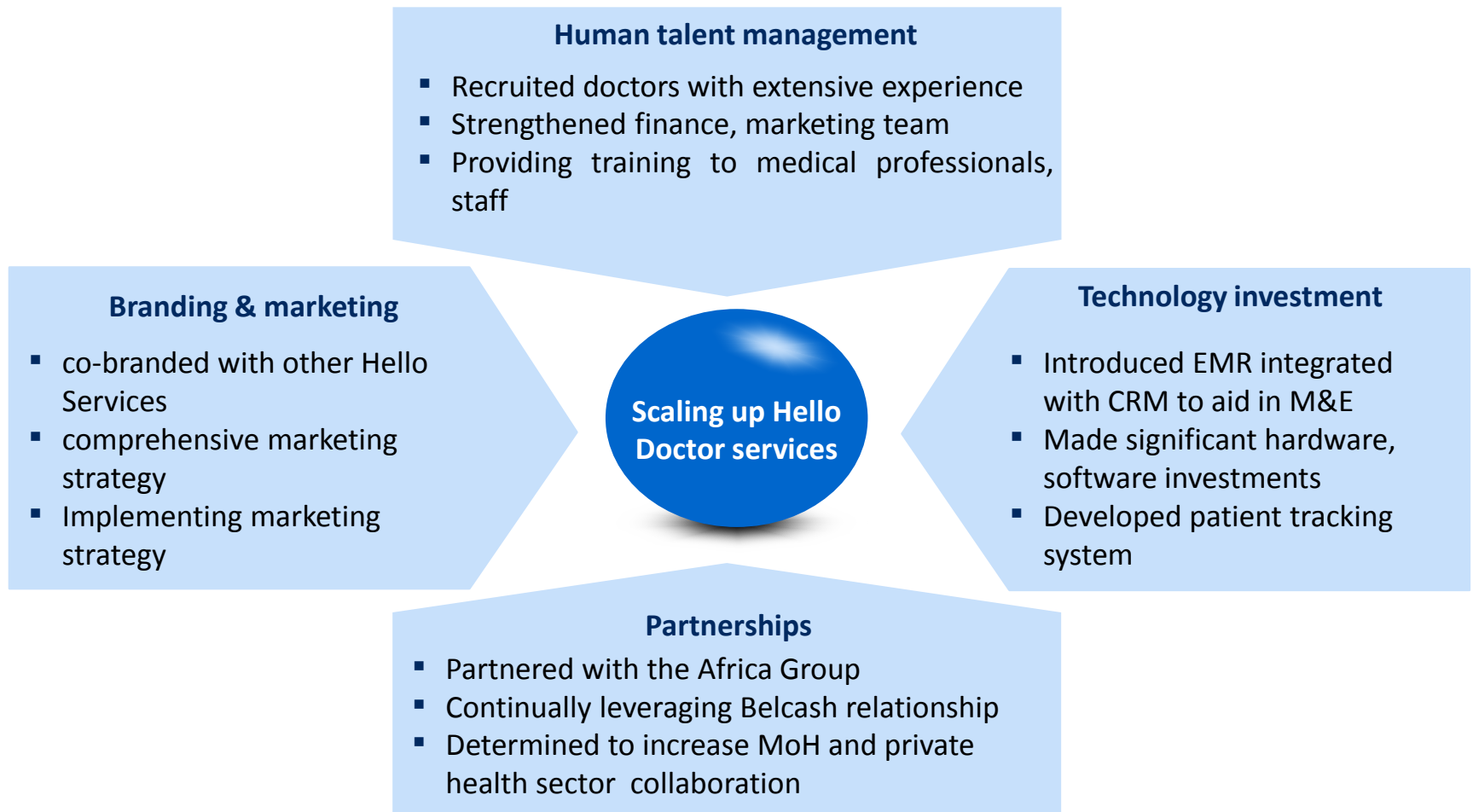
O'Hanlon Health Consulting

# Our Enterprise

- Telemed founded in 2012
  - Mission: design and implement systems that allow clients who seek health care in Ethiopia to receive affordable, reliable and immediate health care services.
  - We do this by optimizing use of existing health resources leveraging ICT.
    - 8896 *helloDoctor* service
    - Patient remote monitoring (patient engagement) solutions
    - *helloDoctor* voucher consultation service



# How Telemed Used the HEF Grant



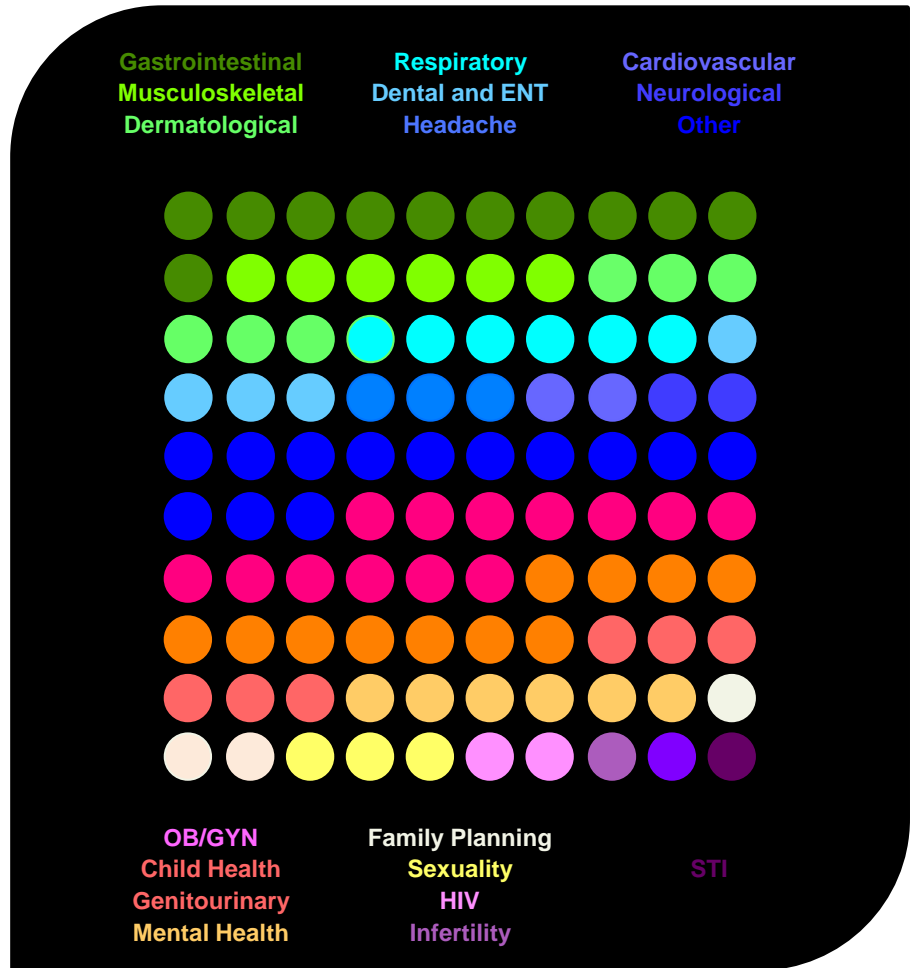
# Challenges

- Working with the MOH
  - New company, new concept, aligning of objectives
- Price perception/  
Service perception
  - Push product challenges



# Our Achievements

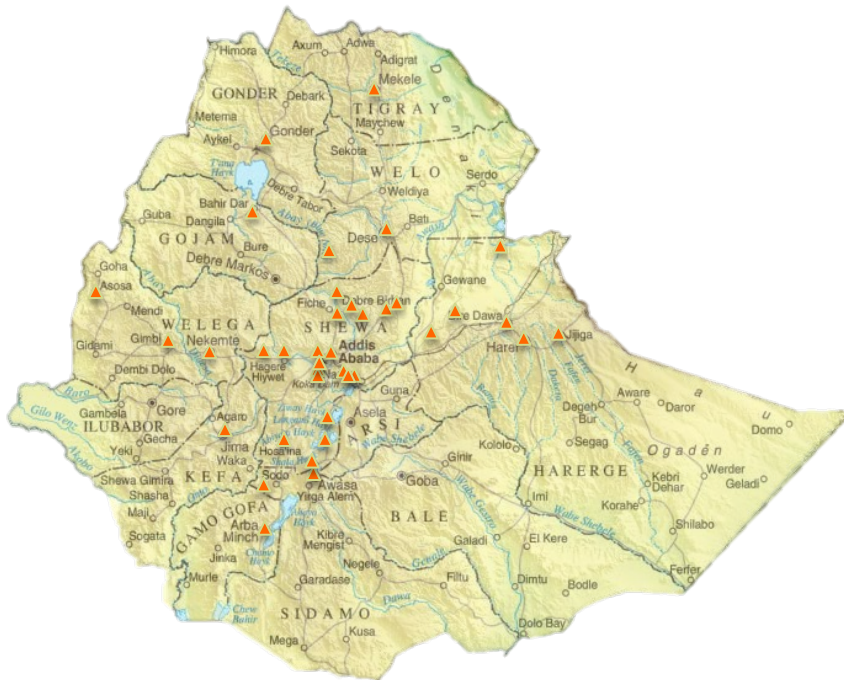
- Addressing a Diverse Spectrum of Client Needs
  - 49% of our calls regard **adult medical and surgical concerns**
  - 47% of our calls are for **priority or taboo** health concerns
  - 4% **other medical and health care** information



# Our Achievements

We continue to expand our geographical and demographic reach and have plenty of room to grow.

## Distribution



19%

of our calls  
originate from  
rural areas

# Expansion Plan

- Sustain strong growth trajectory
  - Explore price restructuring strategies to increase helloDoctor's financial accessibility and sustainability
  - Roll out support for three additional local languages.
  - Video consultations
- Expanding on commercial patient engagement products
- Augment our network of medical service providers.



Thank you!







**Dr. Yohans Wodaje**  
**yohans.hellodoctor@gmail.com**

**www.hellodoctorethiopia.com**

