



Kenya “Nishauri” App

Empowering Patients for Better Health Outcomes

Annual CQUIN Meeting Tools Lab

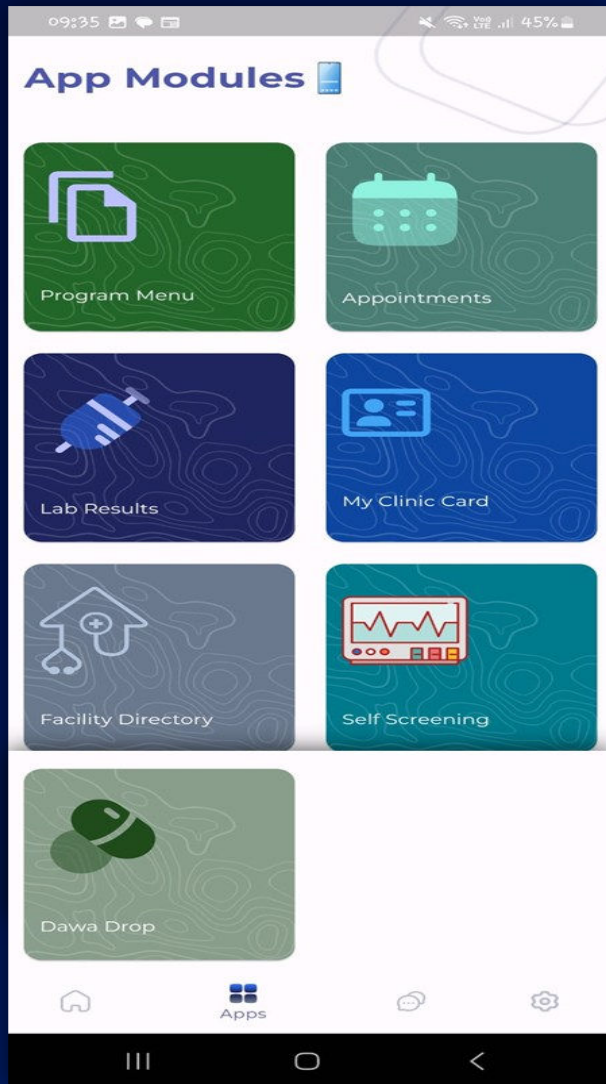
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1. Palladium Kenya 2. Kenya MOH NASCOP



CQUIN 8th Annual Meeting | December 9-13, 2024 – Johannesburg, South Africa

What is Nishauri?

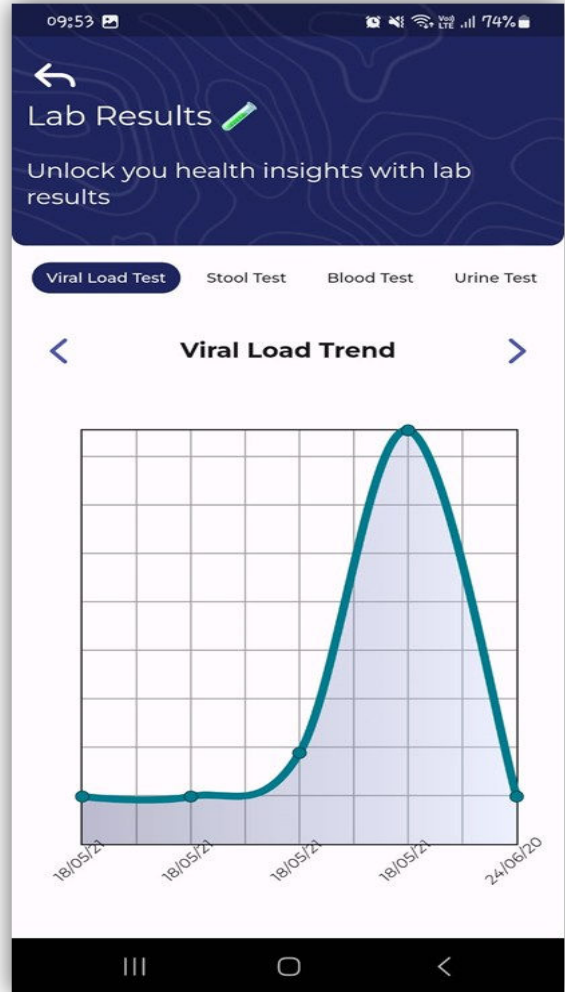


- **A mobile application for use by patients**
 - “Nishauri” - a Swahili word meaning ‘my consult’
 - Developed by MOH NASCOP with support from Palladium
- **Nishauri is a personal health journal**
 - Enables clients to gain access to their appointment history
 - Enables clients to request personalized appointment schedules
- **A first level patient centered health care**
 - Linked to OpenMRS
- *** Used by 30,000 Clients on ART in 700 HIV clinics**

Nishauri Features & Functionalities

My clinic e-card

- View key health indicators
- Access Viral Load Results and results date
- Viral load Trends view



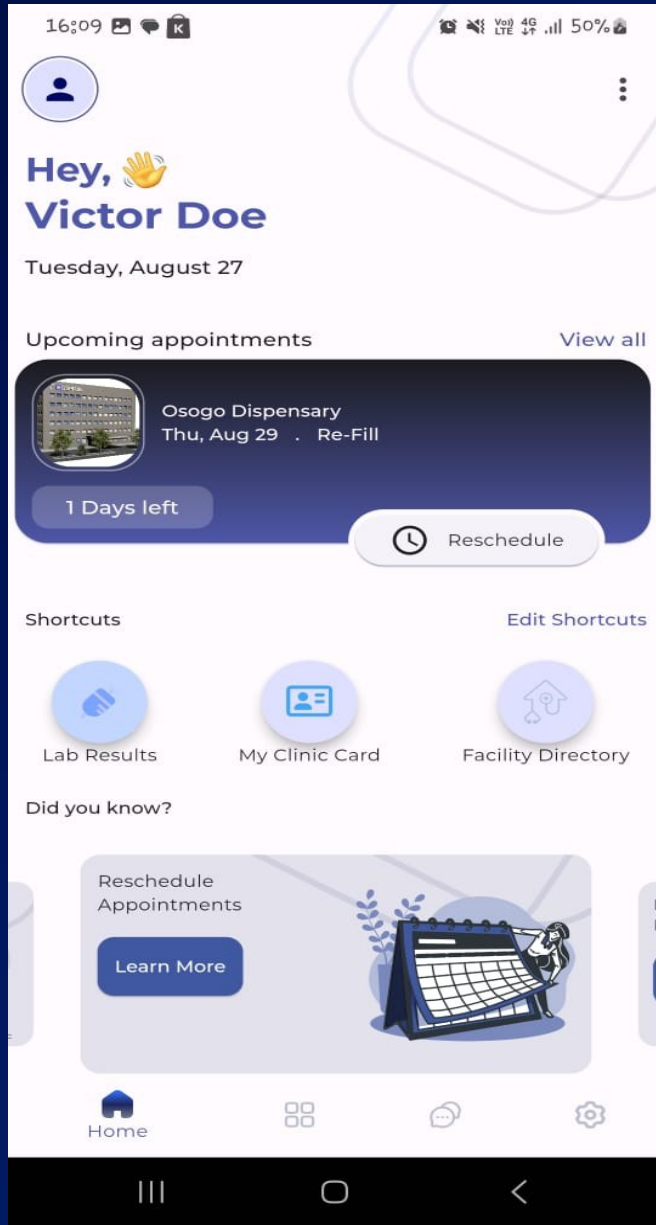
The screenshot shows the 'My Clinic Card' screen for an ART Program. The facility name is 'Osogo Dispensary'. The patient's information includes: Middlename 'Doe', Lastname 'John', Ccc No '1399700033', and Regimen 'TDF/3TC/DTG'. There is a refresh button at the bottom right.

Self Care: Self Screening tools

- BMI, Weight, Height
- Blood pressure
- Blood Sugar

The screenshot shows the 'BMI Calculator' screen. It includes a 'BMI for:' selector set to 'Myself', a 'Choose your gender' section with 'Male' and 'Female' options, and a 'Height' input field set to '70.9' with units 'In', 'Ft', and 'Cm'. There are also input fields for 'Weight' and 'Age'.

Appointment Reminder



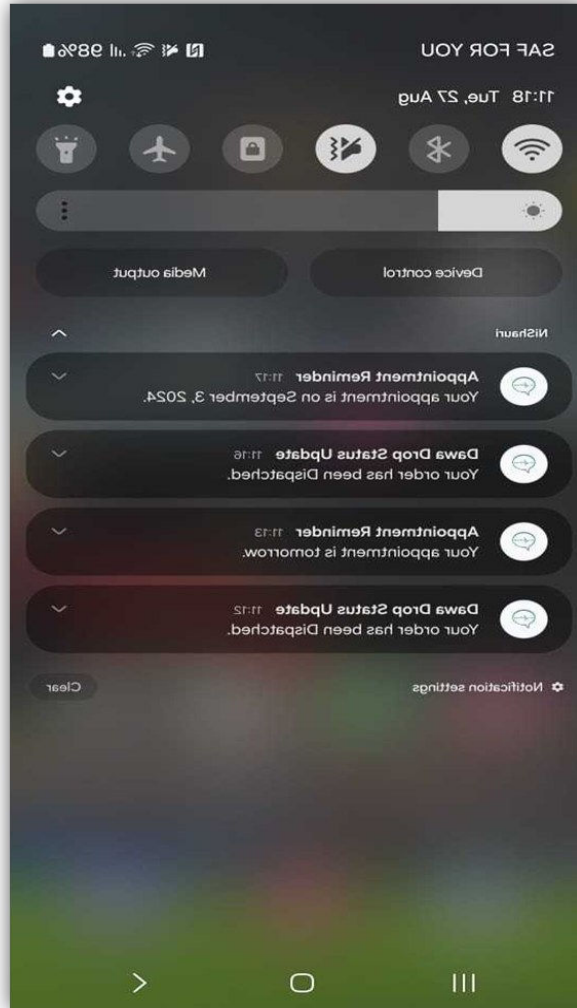
Feature Highlight: Personal Health Journal

- Appointments schedules
 - Past appointment keeping patterns
 - View viral load trends
 - View Regimens
- Personalized appointments plans
 - View upcoming appointments
 - View facility that issued appointment
 - Reschedule Appointments
- Risk based Appointment reminders
 - ML assisted Risk based reminders
 - Standard appointment reminders

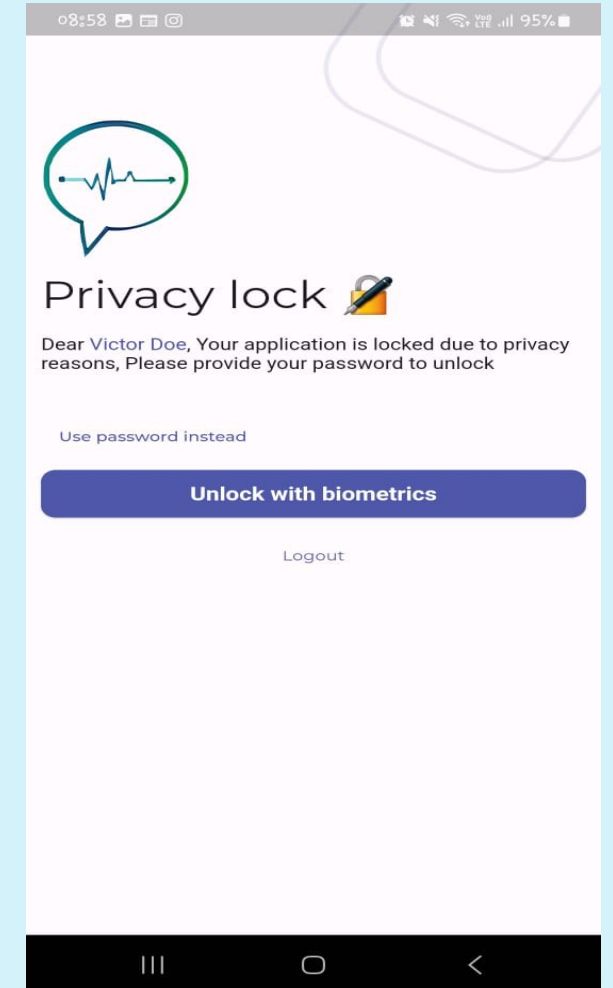
Nishauri Features & Functionalities

- Expanded facility search
- Health Facility phone Contacts (find facility)
- Initiate Call functionality

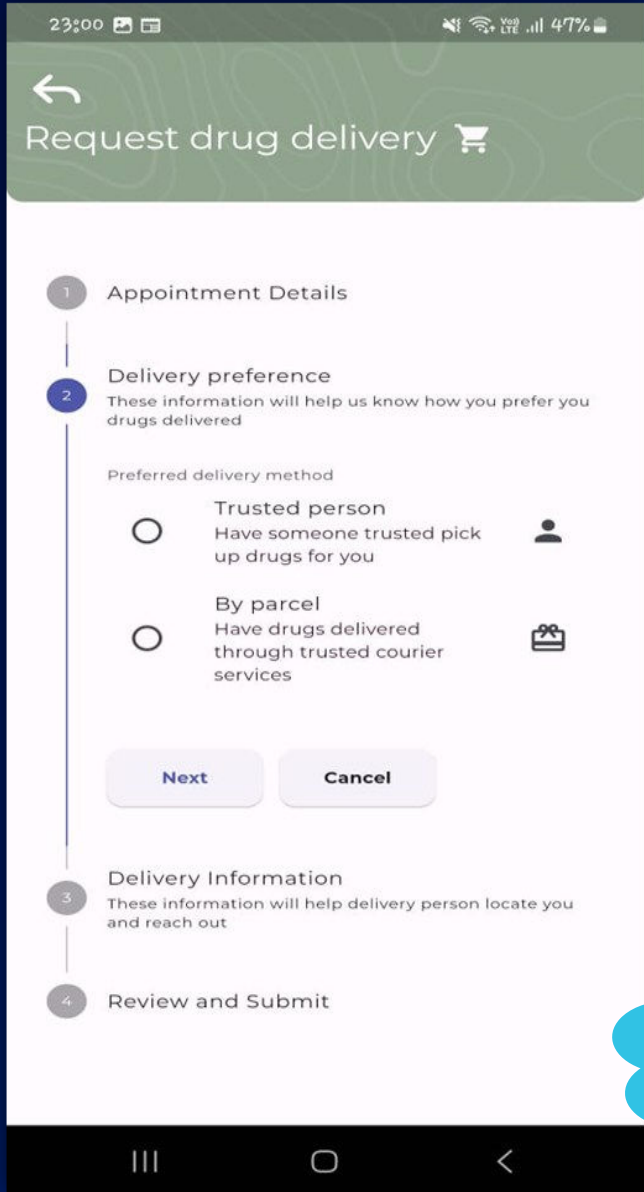
- SMS reminders
- Dawa-Drop notifications
- Appointment reschedule requests



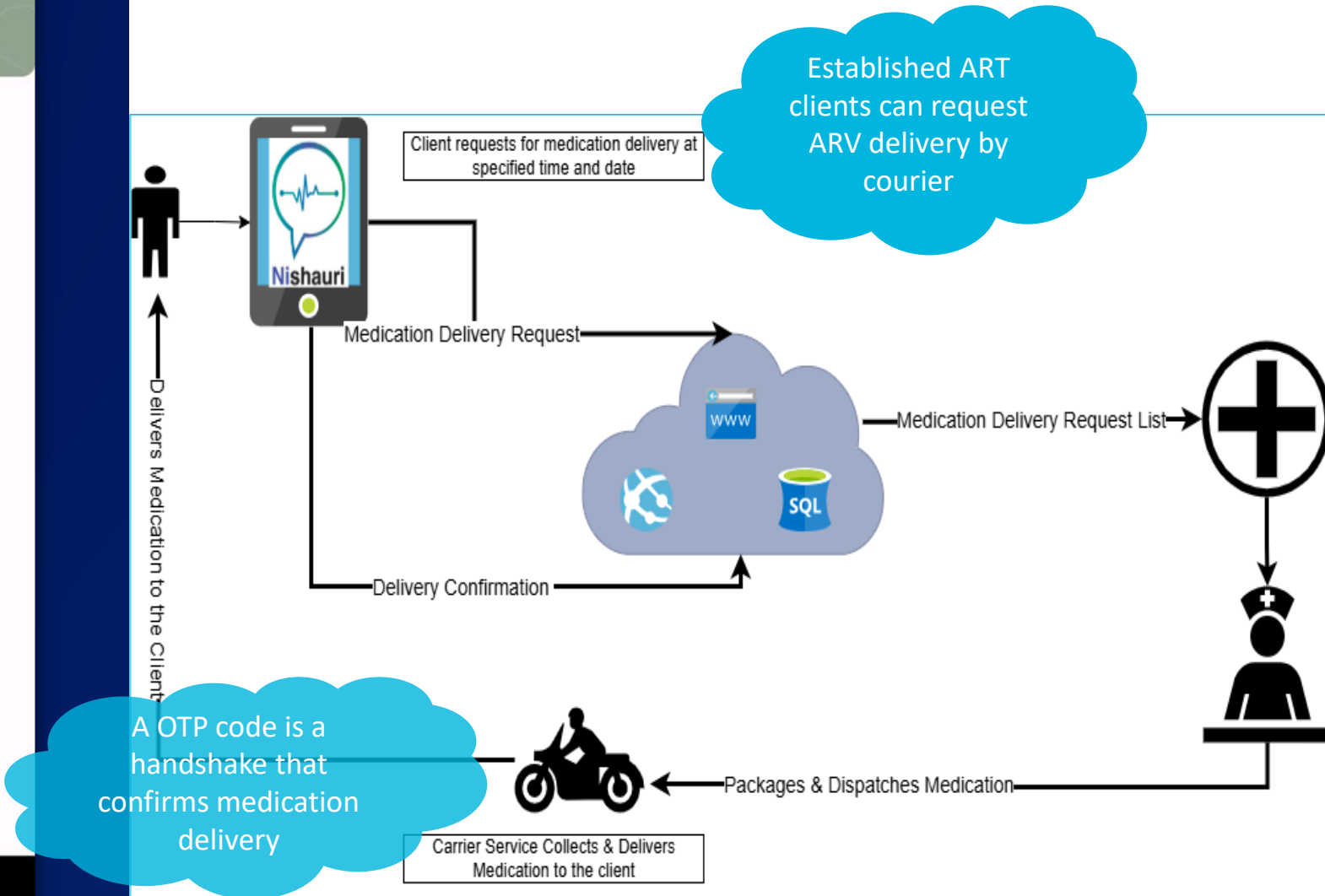
Data Security consideration
Two factor authentication
Password/biometric integration

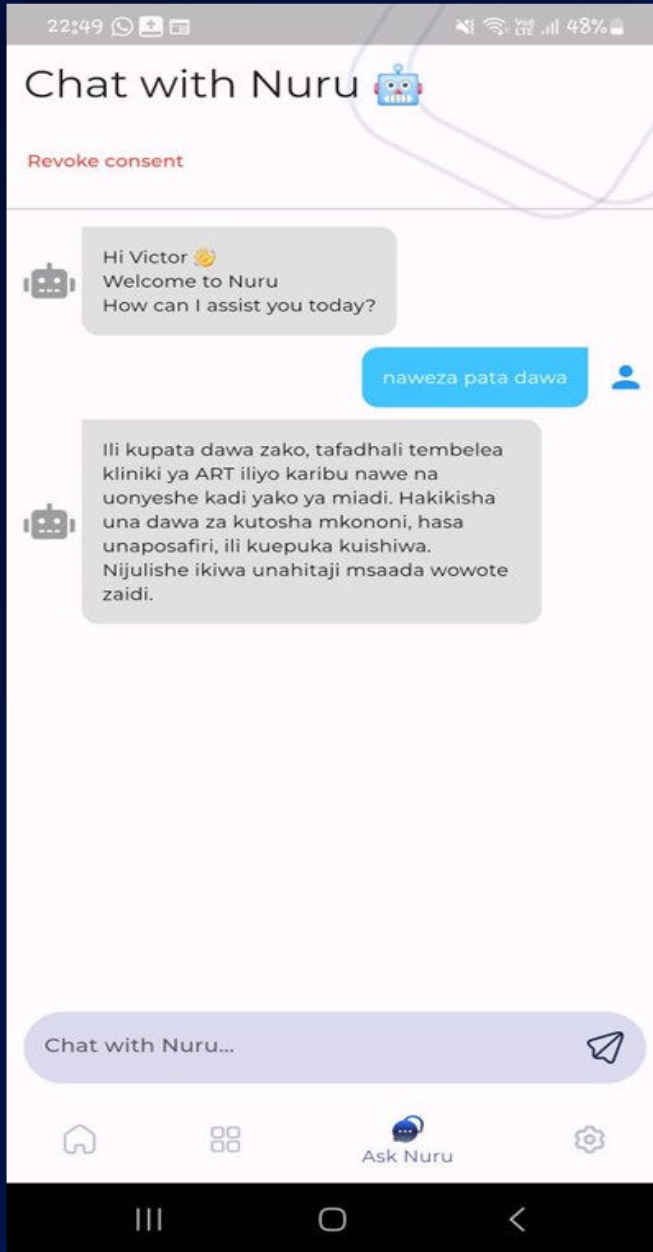


Dawa Drop: At home ARV delivery by courier



Nishauri Feature Highlight: Dawa Drop





Feature Highlight: ML enabled Chatbot

- ML (Machine Learning)-enabled Chatbot
 - A personal health assistant, a virtual health companion.
 - Leverages Large Language Model to understand user input
- Contextualizes responses to client's enquiries to Kenya
 - Responses are based on Kenya's HIV clinical guidelines
 - Chatbot responses can be personalized based on client's own data and preferences



MINISTRY OF HEALTH



Acknowledgements

- PLHIV & Community of PLHIV
- Government of Kenya, Ministry of Health NASCOP
- Health Care Providers
- PEPFAR
- CDC Kenya
- USAID EA/K
- Palladium Kenya
- Health IT
- ICAP-CQUIN