



| Country context* | Population (000s)                               | 182,143 | Life expectancy at birth (years)             | 66    |
|------------------|---|---------|--|-------|
|                  | GNI per capita (PPP Int \$)                     | 4,920   | Total health expenditure (% GDP)             | 2.8   |
|                  | Physician density (per 10 000 population)       | 0.83    | ICT Development Index rank                   | 129   |
|                  | Nurse & midwife density (per 10 000 population) | 0.57    | Mobile-cellular subscriptions (% population) | 67.06 |
|                  | Hospital bed density (per 10 000 population)    | 6       | Internet users (% population)                | 10    |

## 1. eHealth foundations

| National policies or strategies                             |                  |                                    |                    |
|---|------------------|------------------------------------|--------------------|
|   | Country response | Global "yes" response <sup>§</sup> | Year adopted       |
| National universal health coverage policy or strategy       | Yes              | 75%                                | 2014               |
| National eHealth policy or strategy                         | No               | 58%                                | N/A                |
| National health information system (HIS) policy or strategy | Yes              | 66%                                | 2013               |
| National telehealth policy or strategy                      | No               | 22%                                | N/A                |
| Funding sources for eHealth                                 |                  |                                    |                    |
|   | Country response | Global "yes" response <sup>§</sup> | Funding source %** |
| Public funding  | Yes              | 77%                                | 25-50%             |
| Private or commercial funding                               | No               | 40%                                | Zero               |
| Donor/non-public funding                                    | Yes              | 63%                                | <25%               |
| Public-private partnerships                                 | No               | 42%                                | Zero               |
| Multilingualism in eHealth                                  |                  |                                    |                    |
|   | Country response | Global "yes" response <sup>§</sup> | Year adopted       |
| Policy or strategy on multilingualism                       | Yes              | 28%                                | 2013               |
| Government-supported Internet sites in multiple languages   | Yes              | 48%                                |                    |
| eHealth capacity building                                   |                  |                                    |                    |
|   | Country response | Global "yes" response <sup>§</sup> | Proportion**       |
| Health sciences students – Pre-service training in eHealth  | Yes              | 74%                                | 25-50%             |
| Health professionals – In-service training in eHealth       | Yes              | 77%                                | 25-50%             |

## 2. Legal frameworks for eHealth

| Policy or legislation – purpose   | Country response | Global "yes" response <sup>§</sup> |
|---|------------------|------------------------------------|
| Defines <b>medical jurisdiction, liability or reimbursement of eHealth services</b> such as telehealth  | No               | 31%                                |
| Addresses <b>patient safety and quality of care</b> based on data quality, data transmission standards or clinical competency criteria                | No               | 46%                                |
| Protects the <b>privacy of personally identifiable data</b> of individuals irrespective of whether it is in <b>paper or digital format</b>            | No               | 78%                                |
| Protects the <b>privacy of individuals' health-related data</b> held in electronic format in an <b>EHR</b>  | No               | 54%                                |
| Governs the <b>sharing of digital data between health professionals in other health services</b> in the same country through the use of an <b>EHR</b> | No               | 34%                                |
| Governs the <b>sharing of digital data between health professionals in health services</b> in other countries through the use of an <b>EHR</b>        | No               | 22%                                |
| Governs the <b>sharing of personal and health data between research entities</b>  | ‡                | 39%                                |
| Allows <b>individuals electronic access to their own health-related data</b> when held in an <b>EHR</b>   | No               | 29%                                |
| Allows <b>individuals to demand their own health-related data be corrected</b> when held in an <b>EHR</b> if it is known to be inaccurate             | No               | 32%                                |
| Allows <b>individuals to demand the deletion of health-related data</b> from their <b>EHR</b>   | No               | 18%                                |
| Allows <b>individuals to specify which health-related data</b> from their <b>EHR</b> can be <b>shared with health professionals</b> of their choice   | No               | 28%                                |
| Governs <b>civil registration and vital statistics</b>  | Yes              | 76%                                |
| Governs <b>national identification management systems</b>   | Yes              | 65%                                |

### 3. Telehealth

#### Telehealth programmes country overview

|                           | Health system level** | Programme type** |
|---------------------------|-----------------------|------------------|
| Teleradiology             | Local                 | Informal         |
| Teledermatology           | Intermediate, Local   | Informal, Pilot  |
| Telepathology             | Local                 | Informal         |
| Telepsychiatry            | Local                 | Informal         |
| Remote patient monitoring | Intermediate          | Pilot            |

### 4. Electronic Health Records (EHRs)

#### EHR country overview

|  | Country response | Year introduced                    |
|--|------------------|------------------------------------|
| National EHR system  | Yes              | 2013                               |
| Legislation governing the use of the national EHR system                               | Yes              |                                    |
| Health facilities with EHR   | Use EHR          | Facilities with EHR %**            |
| Primary care facilities<br>(e.g. clinics and health care centres)                      | Yes              | 25-50%                             |
| Secondary care facilities<br>(e.g. hospitals, emergency care)                          | Yes              | 25-50%                             |
| Tertiary care facilities (e.g. specialized care, referral from primary/secondary care) | Yes              | 25-50%                             |
| Other electronic systems   | Country response | Global "yes" response <sup>§</sup> |
| Laboratory information systems   | Yes              | 35%                                |
| Pathology information systems  | No               | 18%                                |
| Pharmacy information systems   | Yes              | 33%                                |
| PACS   | No               | 26%                                |
| Automatic vaccination alerting system  | No               | 10%                                |
| ICT-assisted functions   | Country response | Global "yes" response <sup>§</sup> |
| Electronic medical billing systems   | Yes              | 58%                                |
| Supply chain management information systems  | No               | 58%                                |
| Human resources for health information systems   | Yes              | 69%                                |

### 5. Use of eLearning in health sciences

#### eLearning programmes country overview

| Health sciences students – Pre-service | Country response | Global "yes" response <sup>§</sup> |
|--|------------------|------------------------------------|
| Medicine                               | Yes              | 58%                                |
| Dentistry                              | No               | 39%                                |
| Public health                          | Yes              | 50%                                |
| Nursing & midwifery                    | No               | 47%                                |
| Pharmacy                               | No               | 38%                                |
| Biomedical/Life sciences               | Yes              | 42%                                |
| Health professionals – In-service      | Country response | Global "yes" response <sup>§</sup> |
| Medicine                               | N/A              | 58%                                |
| Dentistry                              | N/A              | 30%                                |
| Public health                          | N/A              | 47%                                |
| Nursing & midwifery                    | N/A              | 46%                                |
| Pharmacy                               | N/A              | 31%                                |
| Biomedical/Life sciences               | N/A              | 34%                                |



## 6. mHealth

### mHealth programmes country overview

| Accessing/providing health services        | Health system level**  | Programme type** |
|--|------------------------|------------------|
| Toll-free emergency                        | Intermediate           | Established      |
| Health call centres                        | National               | Established      |
| Appointment reminders                      | National, Intermediate | Established      |
| Mobile telehealth                          | Intermediate           | Established      |
| Management of disasters and emergencies    | National, Intermediate | Established      |
| Treatment adherence                        | Intermediate           | Established      |
| Accessing/providing health information     | Health system level**  | Programme type** |
| Community mobilization                     | National, Intermediate | Established      |
| Access to information, databases and tools | Intermediate           | Established      |
| Patient records                            | National, Intermediate | Established      |
| mLearning                                  | Reg, Nat, Intm, Loc    | Established      |
| Decision support systems                   | National, Intermediate | Established      |
| Collecting health information              | Health system level**  | Programme type** |
| Patient monitoring                         | Intermediate           | Established      |
| Health surveys                             | National, Intermediate | Established      |
| Disease surveillance                       | National, Intermediate | Established      |

## 7. Social media

| Social media and health  | Country response | Global "yes" response <sup>§</sup> | Year adopted |
|--|------------------|------------------------------------|--------------|
| National policy or strategy on the use of social media by government organizations | No               | 18%                                | N/A          |
| Policy or strategy makes specific reference to its use in the health domain        | ‡                | 5%                                 |              |
| Health care organizations – use of social media                                    | Country response | Global "yes" response <sup>§</sup> |              |
| Promote health messages as a part of health promotion campaigns                    | Yes              | 78%                                |              |
| Help manage patient appointments   | No               | 24%                                |              |
| Seek feedback on services  | Yes              | 56%                                |              |
| Make general health announcements  | Yes              | 72%                                |              |
| Make emergency announcements   | Yes              | 59%                                |              |
| Individuals and communities – use of social media                                  | Country response | Global "yes" response <sup>§</sup> |              |
| Learn about health issues  | Yes              | 79%                                |              |
| Help decide what health services to use  | Yes              | 56%                                |              |
| Provide feedback to health facilities or health professionals                      | No               | 62%                                |              |
| Run community-based health campaigns   | Yes              | 62%                                |              |
| Participate in community-based health forums                                       | Yes              | 59%                                |              |

## 8. Big data

| Policy or strategy – purpose                       | Country response | Global "yes" response <sup>§</sup> | Year adopted |
|--|------------------|------------------------------------|--------------|
| Governing the use of big data in the health sector | Yes              | 17%                                | 2013         |
| Governing the use of big data by private companies | No               | 8%                                 | N/A          |

### LEGEND

#### \* Country context indicators

ICT Development Index Rank. 2015 - <https://www.itu.int/net4/ITU-D/idi/2015/>  
All other country indicators. Global Health Observatory. 2012-2014 - <http://www.who.int/gho>

#### \*\* Glossary

§ Indicates the percentage of participating Member States responding "Yes"

— Don't know

N/A Not applicable

‡ Indicates question was unanswered

□ Question not asked

Zero No funding

**International level:** Health entities in different geographic regions

**Regional level:** Health entities in countries in the same geographic region

**National level:** Referral hospitals, laboratories and health institutes (mainly public, but also private)

**Intermediate level:** District or provincial facilities: public and private hospitals and health centres

**Local or peripheral level:** Health posts, health centres providing basic level of care

**Informal:** Use of ICT for health purposes in the absence of formal processes and policies

**Pilot:** Testing and evaluating a programme

**Established:** An ongoing programme that has been conducted for a minimum of 2 years and is planned to continue