

10 January 2023 – Khetam, a mother of 2, has only brought one of her daughters to the primary health centre, though both are sick and in need of medical attention.

Her younger daughter has a very high fever and weakness. Khetam has had to prioritize her treatment today.



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“A pleasant surprise”

Today, Khetam’s visit to the health centre has been unlike in the past. She had blocked a few hours from her day but is pleasantly surprised at how quickly she has been able to see the doctor and get the medicines for her daughter.

“I didn’t have to spend ages getting the paperwork done, I didn’t have to wait a long time to see the doctor and now I’m on the way to the pharmacy without having to carry any files or prescriptions. The doctor has already sent it to them online. If I knew the system had changed

and is so much quicker, I would have brought my other daughter for treatment too,” she says.

Change is under way at the Jabalia, Deir Al-Balah, and Sheikh Redwan primary health care centres in the Gaza Strip, which cover a catchment population comprising 180 000 people. With support from the Big Heart Foundation, WHO has facilitated expansion of the electronic health information system at these 3 centres. The system has already been introduced at 24 primary health care centres by the Gaza Ministry of Health, and other health partners.



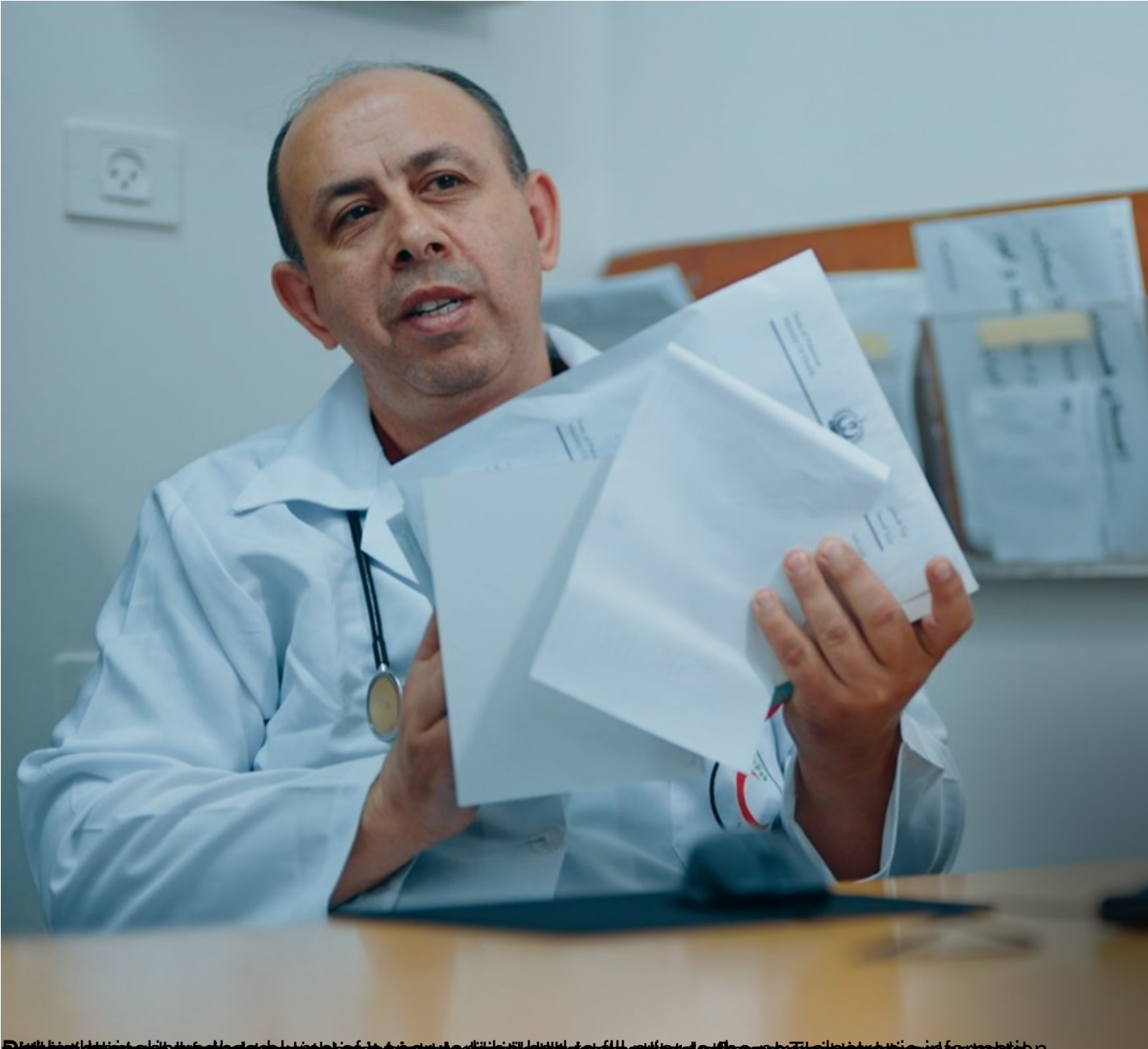
Dr Abdelkarim looks at a patient's history on the new electronic health information system, Jabaliya Health Centre, Gaza

Change is being felt by everyone

The new paperless system has drastically streamlined patient information management and improved data flow between all departments, allowing seamless connectivity. Everything from the moment patients enter the health centre until they leave is now being managed through a unified system. This includes administrative paperwork for registering patients to receive treatment.



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And by using the data to help improve the quality of care, we can offer a better patient experience.



68 Health workers across the primary health care centres