

Digital Healthcare In Corona Time

Saudi Arabia

March 22, 2021



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In 2015, Saudi Arabia signed the UN General Assembly Resolution to adopt the Sustainable Development Goals (SDGs), a blueprint for a better and more sustainable future by 2030

Characteristics of the Sustainable Development Agenda

17 Goals, 169 Targets, 231 KPIs



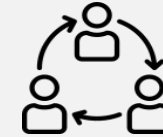
Comprehensive

Social, environmental and economic sustainability for **long-term prosperity**



Universal

Endorsed by all UN Member states
mutual accountability



Collaborative

Success contingent on **joint international collaboration efforts**



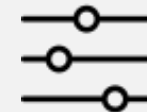
Inclusive

Success contingent on **whole of society mobilization**

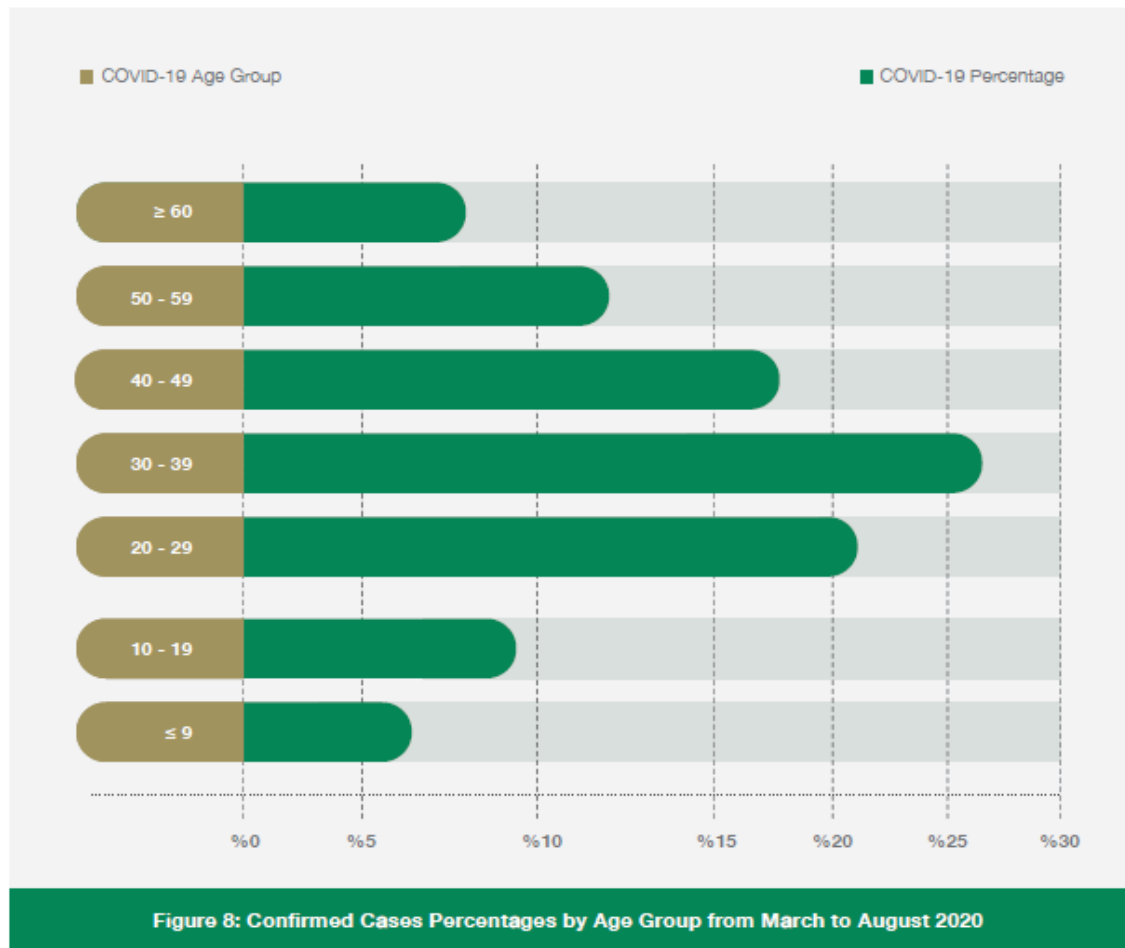


Adaptable to national context

Respecting national priorities and **flexibility to adjust targets**



COVID -19 The pandemic presents both an enormous challenge and tremendous opportunities for reaching the 2030 Agenda and the Sustainable Development Goals (SDGs).



A systemic response to achieving SDG 3 and health equity for all was the strategic direction

Country-level Coordination, Planning, and Monitoring

Efforts and resources are focused on supporting monitoring activities for the work of many sectors, committees, and entities involved in increasing preparedness and response to COVID-19, and on achieving complementarity and coordination at the country-level.

Through digitalizing health care as an innovative approach to the health delivery to all



Community Empowerment

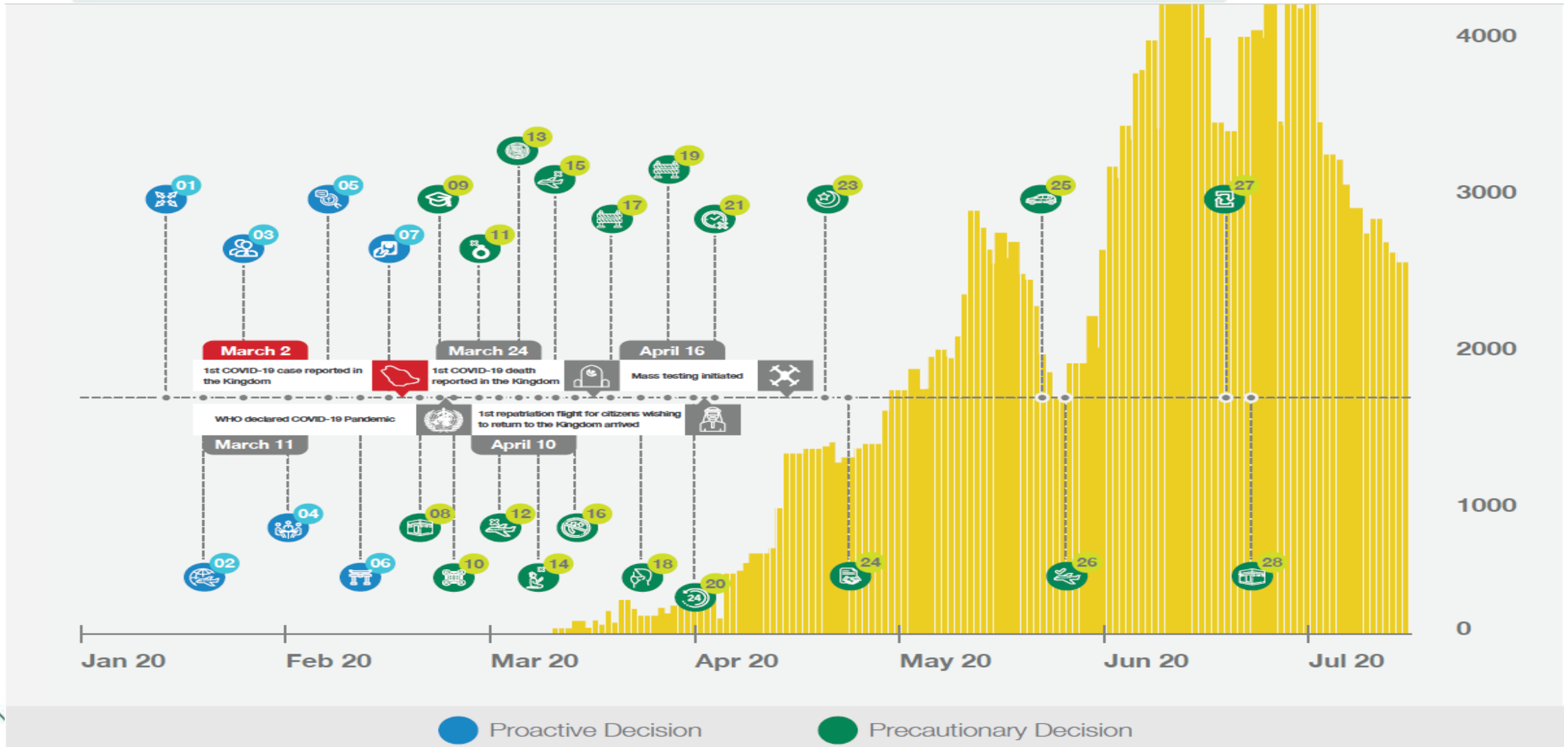
- Establishing mechanisms to systematically monitor community reactions through monitoring social media, behaviors and practices surveys, dialogues and direct consultations
- Establishing broad community participation to create social and behavioral changes to ensure health prevention and individual and community health hygiene practices in line with national public health recommendations































eHealth

- Activating MOH's website for COVID-19 prevention, which contains awareness materials in Arabic and in the other common languages spoken by the residents of the Kingdom <https://covid19awareness.sa/en/home-page>
- Developing the **937** hotline to support the community by answering inquiries, giving instructions, and providing medical and psychological consultations on all aspects related to COVID-19 around the clock
- Launching additional channels to reach the community in addition to the existing channels, such as offering the **937-health service** on WhatsApp using a chatbot on the number **920005937** to provide advices and educational information on COVID-19, as well as launching the Sign Language Application "Eshara", to reach deaf people and provide them with services and information
- Providing technical support for all MOH's programs and staff in relation to COVID-19
- Summarizing scientific material in common languages among residents to disseminate messages in a timely manner and adopt relevant communication channels
- Developing applications (Tetamman and Mawid) to assess suspected cases and monitor confirmed ones
- Activating the role of virtual clinics, tele-medicine, tele-consultations, tele-radiology, and robotics use to prevent the spread of COVID-19

Decisions and Measures (1/2)



Decisions and Measures (2/2)

- | | | | | | | | | | | | |
|---|---|--|----|---|---|----|---|---|----|---|--|
| 1 |  | January, 22
Activating Command and Control Center (CCC) | 8 |  | March, 4
Suspending Umrah | 15 |  | March, 21
Suspending domestic flights, buses, taxis, and trains | 22 |  | April, 16
Initiating active mass field testing |
| 2 |  | January, 25
• Applying preventive measures to flights from China
• Evacuating all Saudi citizens from China | 9 |  | March, 8
Suspending Education | 16 |  | March, 23
Imposing partial curfew from 7 pm to 6 am for 21 days | 23 |  | April, 21
Adjusting the times during which movement is permitted in Ramadan to 9 am until 6 pm |
| 3 |  | January, 27
Activating the Supreme Committee | 10 |  | March, 12
Postponing the Arab-African Summit in Riyadh | 17 |  | March, 26
• Imposing partial curfew from 3 pm to 6 am
• Banning entry to and exit from Riyadh, Makkah, and Madinah | 24 |  | April, 26
Signing a contract with China worth 996 million SAR to conduct nine million COVID-19 tests |
| 4 |  | February, 2
Activating the Concerned Committee in charge of taking all necessary precautions to curb the spread of COVID-19 in the Kingdom | 11 |  | March, 13
Suspending all social events | 18 |  | March, 30
Offering treatment for all citizens, legal, and illegal residents free of charge and without any consequences | 25 |  | May, 28
• Allowing car travel between regions and cities in the Kingdom during non-curfew periods
• Allowing the opening of some economic and commercial businesses |
| 5 |  | February, 4
Activating Declaration initiative for individuals arriving from China 15 days in advance | 12 |  | March, 15
Suspending all international flights | 19 |  | April, 2
Imposing total curfew in Makkah and Madinah around the clock | 26 |  | May, 31
• Lifting the suspension on domestic flights
• Allowing Friday and congregational prayers in the Kingdom's mosque
• Lifting the suspension on travelling between regions using various means of transportation |
| 6 |  | February, 6
Suspending travelling to China | 13 |  | March, 16
• Suspending attendance at workplaces in all governmental agencies
• Closing shopping malls and complexes
• Banning gatherings in public places | 20 |  | April, 6
Imposing total curfew around the clock in Riyadh, Tabuk, and Dammam | 27 |  | June, 21
Returning to normal life in all regions of the Kingdom, while adhering to health instructions and maintaining social distancing |
| 7 |  | February, 27
• Suspending entry to the Kingdom using tourist visa
• Suspending the use of national IDs by Saudi citizens and citizens of the Gulf Cooperation Council to move in and out from the Kingdom | 14 |  | March, 17
Suspending prayers in mosques | 21 |  | April, 12
Extending curfew until further notice | 28 |  | June, 22
Deciding to organize Hajj 1441 AH with a limited number of citizens and residents from within the Kingdom |

Results and Success Lessons (1/2)

- Holding daily press conference at a fixed time by MOH's official spokesperson, with the participation of official spokesmen from various relevant authorities
- Sending over **6.6** billion awareness text messages about COVID-19, with guidelines for dealing with the virus and prevent its spread
- Reaching over **150** million views for educational videos, with over **9** million people benefitting from field awareness campaigns
- Reaching over four million followers the Ministry's Twitter account, **@saudiMOH937**, with the most popular tweets being about COVID-19 and its prevention
- Controlling and organizing monitoring and interactions on social media, which plays a positive and effective role in awareness-raising and prevention, and responding to the spread of fake news and misinformation
- Over **2,000** employees (physicians and customer service specialists) providing services on the **937** line around the clock
- **937** line received over **10** million calls, including inquiries about COVID-19
- Telemedicine services provided over **five** million consultations
- MOHs COVID-19 prevention website reached over **15 million** visitors, and contains **600+** educational materials in more than **11** languages [_https://covid19awareness.sa/en/home-page](https://covid19awareness.sa/en/home-page)
- The number of beneficiaries from Tetamman application more than **1,443,818** beneficiaries
- Primary healthcare centers contributed to raising awareness about COVID-19 with over **400,000** educational activities per month

Results and Success Lessons (2/2)

- The organization of the daily press conference confirms that the Ministry is the ultimate source of reliable information regarding the pandemic, as it inform the public about the health situation, it also shows the extent of coordination between sectors, and thanks to the use of an easy language, it succeeded in reaching all categories of society and blocking all rumors
- Developing over the phone medical consultations services (Teleconsultations) by increasing the available specialities to support the beneficiaries needs during the pandemic
- The media contributed to lifting the spirits of the public through the positive messages that they continuously broadcast despite the spread of the virus in the Kingdom
- Following a media protocol as a reference to ensure that public participation and future campaigns are compatible with the customs and culture of the Kingdom
- Applying best scientific guidelines in communication
- Translating educational and scientific materials to the most widespread foreign languages at an early stage of the response
- Follow up on reaching all categories of society and plan to target the most difficult to reach groups
- Developing call center systems to meet the tremendous pressure from caller and enhance them with necessary technologies
- Intensifying training courses and keeping call center employees updated about the developments of the pandemic

Thanks