Mobile Health

Dr. Sikder M. Zakir
Managing Director, Telemedicine Reference Center Ltd., Bangladesh

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TRCL: a Longstanding e-Health Corporation Since 1999

- **1999**: TRCL was founded to offer Telemedicine service solutions in developing world

- **2000 – 2002**: Created international telemedicine network between Bangladesh, India and USA

- **2003 - 2005**: Started patient lab test report sending via text message

- **2006**: Started ‘GSMA Global Mobile Award 2007’ winning medical hotline program “HealthLine” in Bangladesh with Grameen Phone Ltd.

- **2009**: Launched AMCARE, first mHealth program in Asia on Diabetes in partnership with Diabetic Association of Bangladesh.

- **2011**: World Diabetes Foundation extended grants to expand AMCARE Diabetes management program to rural Bangladesh

- **2013**: Launching medical hotline program for about 5 Million Bangladeshi workers in Middle East and for their 20 Million family members in Bangladesh.
Categories of AMCARE Mobile Health Platform

• 3 Categories of Apps in AMCARE platform:

- **Consumer Apps**
  - Consumer Apps for appointment, reminders, alerts, health tips, etc.

- **Clinical Apps**
  - Data capture from medical devices (ECG, Glucometer, BP Machine), data input by patients, by medical staffs, etc.

- **Enterprise Apps**
  - Apps for registration, billing, surveillance, HR management, etc.
Virtual Hospital or Health Systems for Chronic Patients

Objective: To offer chronic diseases management & support services to Chronic Patients – Anytime, Anywhere

AMCARE lifts hospitals to the Cloud connecting patients at home through mobile & wireless infrastructure

AMCARE is an electronic cloud of medical information & patient management processes

Single or multiple hospital facilities may spread throughout one or more region
Connected Care Team: Stakeholders

- Patients w/o Smart Phone
- Relatives of Patient
- Hospital or Health System
- Medical Call Center & Hotline
- Pharmacies
- Physicians
- Virtual Medical Center
AMCARE Tools for Diabetic Patient Management

1. Patient Portal:
   • **Diabetic Hotline**: gives direct access to physicians and medical staff at Medical Call Center
   • **Personal Health Record**: of patients created by direct input by physicians, staffs and mobile phone apps of patient

2. Patient Monitoring – Smartphone Apps (iOS, Android & Blackberry)
   • **Daily data input by patients**: of blood glucose (SMBG), BP, weight measurements
   • **Communication with patient**: sending custom advices to patient’s
   • **Notify patient & care team members**: through alerts, medication reminders
   • **Hot Button in Mobile App**: to contact medical staff or patient's assistant

3. Physician’s Dashboard:
   • **Access to Patient Data**: secured access to patient data on-the-go
   • **Communication with Patients**: using voice, text, Email & video call
   • **Video-consult**: virtual patient waiting room for direct consult with endocrinologists
   • **Electronic Prescription**: preparation and delivery of prescriptions to patient & pharmacies

4. Patient’s Assistant:
   • **Guiding**: help patients through diabetes management processes, monitor compliance & adherence
   • **Health Couching**: Post-hospitalization couching, training on health issues (voice & video)
   • **Referring Patient to Physicians**: either for video consultation or for direct referrals
   • **Home Visits**: home visit app for nurses and medical staffs for instant data update in electronic file
Health & care System of NHS - UK

The health & care system from April 2013
Current Status of mHealth in Health Care
Dr. Regina Benjamin: 18th Surgeon General of the United States

“The bits of mHealth that work won’t be called ‘mHealth’; they will be called ‘health’, in the way that nobody talks about ‘electric health’ and no country has a ‘stethoscope society’.”
Telemedicine Reference Center Ltd. (TRCL)

Web Addresses:
www.trclcare.com
www.amcare24.com

Dr. Sikder M. Zakir, Managing Director
Email: zakir.sikder@gmail.com & zakir.sikder@trclcare.com

Bangladesh Office:

Suite # A-1, Building # 36, Road # 12, Block # E
Banani C/A, Dhaka – 1213, Bangladesh
Tel: +880-2-8811924
Fax: +880-2-8811839