



**MobiKlinik**

Revolutionising Access To Health Care

# MobiKlinik

REVOLUTIONIZING ACCESS TO HEALTH CARE



**2023 REPORT**



[www.mobiklinik.com](http://www.mobiklinik.com)

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## WORD FROM OUR EDITOR

BY IBRAHIM MUTYABA

2023 wasn't just another year at MobiKlinik; it was a tapestry woven with triumphs, a symphony of lives transformed. As your Editorial Lead, I'm not just privileged to guide the storytelling, but deeply humbled by the impact we've witnessed together. So, grab your favorite beverage, settle in, and let's embark on this journey, not as colleagues, but as a family bound by compassion.

As we turn the pages of this annual report, we celebrate the echoes of hope resonating across rural Uganda. MobiKlinik's unwavering commitment to quality healthcare hasn't merely eased pain; it's ignited a spark of possibility in countless eyes. From mothers embracing healthy pregnancies thanks to our innovative solutions to children thriving on childhood immunizations, each accomplishment whispers a promise of a brighter future. But amidst these accolades, I invite you to delve deeper. This report isn't just about MobiKlinik's impact; it's about the personal transformations we've shared.

Remember me, not just as your Editorial Lead, but as a fellow traveler on this MobiKlinik journey? My own path, once confined to a clinic's sterile walls, took a breathtaking turn when I discovered the vibrant world of community health. Witnessing the immense needs of the "last mile" communities, those hidden corners overlooked by traditional healthcare, ignited a new passion within me: to innovate for individuals just like me, individuals waiting for a beacon of hope.

This report is filled with such stories, not just ours, but theirs. The tales of mothers empowered to take charge of their children's health, the resilience of communities banding together to combat chronic diseases, the joy of a child's laughter echoing through a village once plagued by preventable illnesses.

So, dive into these pages, savor the triumphs, and be moved by the quiet victories.



## MESSAGE FROM OUR CEO

DDEMBE ANDREW - CEO

**Dear Friends, Partners, & Fellow Visionaries,**

**We've witnessed countless smiles, heard resounding sighs of relief as we brought healthcare closer to those who need it most**

As we turn the page to 2023, I'm filled with immense pride and gratitude for the incredible journey Mobiklinik Uganda has undertaken.

This year, we've witnessed countless smiles, heard resounding sighs of relief, and embraced the resilience of communities as we brought healthcare closer to those who need it most.

We haven't just delivered healthcare; we've built bridges.

Our Digital tools have driven health equity and equality, through rugged terrains, navigated thick forests, and islands, and reached remote villages, bringing vital timely yet readily acceptable medical services directly to doorsteps.

This year, we've served over 30,000 patients across 2 districts, offering basic medical diagnostics and treatment, antenatal care, immunization services, family planning, and capacity building. But Mobiklinik is more than just easing access.

It's about community.

We have sought to empower these communities to transform their health using readily available resources. We've partnered with local health authorities such as DHOs' county chiefs, CAOs' Ministry of Health, NGOs such as Makonge Health Center, Simprints, NHA, Universities such as Clarke International University, and passionate individuals to create a web of support, ensuring comprehensive care beyond our digital SafetyNet walls.

Through health education initiatives, community outreach programs, and telemedicine access, we've empowered individuals to become partners in their health and wellness.

Our achievements in 2023 haven't been without challenges. Limited resources, logistical hurdles, and the ongoing skyrocketing prices.

Yet, it's during these moments that the true spirit of Mobiklinik shone brightest. Our dedicated team, driven by an unwavering commitment to service, persevered, innovated, and found new ways to reach those in need. For me, the most heartening moments have been witnessing the transformations. I've seen children light up with the joy of their first ever checkup and immunization, mothers express relief at accessing critical prenatal care, and the elderly finding comfort in receiving care within their familiar surroundings.

These stories are our fuel, our constant reminder of the profound impact we have on lives across Uganda.

Looking ahead, 2024 promises to be an exciting year of expansion and impact. We plan to launch our campaign on Non communicable diseases, and release our Mobiklinik city model.

Your continued support will be vital as we push forward, determined to bring the promise of accessible, quality healthcare to every corner of this nation.

Together, let's ensure that every Ugandan, regardless of location or circumstance, can embark on their own healing journey.

“

*Each journey signifies a life touched, a burden eased, and a hope ignited.*

With unwavering hope and gratitude,

Andrew Ddembe  
CEO Mobiklinik Uganda

# CHAIRPERSON BOARD OF NON- EXECUTIVES

**Bright Asimwe Wandera**  
*Board Chairperson, Mobiklinic.*

## 2023: A Year of Innovation and Impact at Mobiklinic

It gives me great pleasure to discuss the noteworthy advancements Mobiklinic made in 2023. As a board chairperson, I have personally seen the commitment and creativity of our team, which have resulted in significant breakthroughs that have a good influence on underserved communities. I give a big thanks to my board members for the great work we have achieved.

### Championing Secure and Accessible Healthcare:

Incorporating Simprints' facial biometrics technology into our Community Health Worker (CHW) software marked a significant step towards ensuring secure and accessible healthcare. This innovation protects patient data and enables correct identification during subsequent visits, allowing CHWs to provide care more effectively and confidently. The impact was rapid, positively impacting the lives of over 4,000 people in the Makonge neighbourhood of Buikwe South.

### Building the E-Learning Ecosystem:

Recognizing the power of digital learning, we proudly launched and marketed our e-learning platform. This user-friendly platform democratizes access to vital health information, breaking down geographical and resource barriers.



Our dedication to excellence was further strengthened through a strategic partnership with Intrepid Entrepreneurs Group, which not only provided financial support for creating sexual reproductive health content but also equipped us with professional camera equipment, allowing us to become a self-sufficient health education content creation hub. We thank CIU for partnering with us on this initiative.

### Collaborations and Recognition:

April 2023 marked another milestone – an MOU with Clarke University as our quality control partner for the e-learning platform. This collaboration ensures the highest standards of content accuracy and effectiveness, solidifying our platform’s reputation as a reliable source of health information.

Our continued pursuit of innovation was acknowledged at the “Making More Health” conference in Frankfurt, Germany, in October.

Our team members were recognised for their dedicated service in bringing healthcare directly to underprivileged populations despite limited resources. This international recognition demonstrated the transforming potential of our community-based approach.

As I reflect on my first year as a board chairperson at Mobiklinik, I am grateful for the opportunity to contribute to the organisation’s significant path. The accomplishments of 2023 create a solid foundation for a future with even greater impact, one in which technology, cooperation, and community-driven solutions bridge the gap to accessible healthcare for all.

### Fostering Connections and Growth:

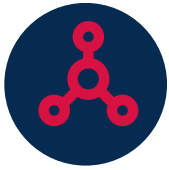
2023 also saw us actively engage with partners, both locally and internationally. We welcomed various delegations, facilitating knowledge exchange and collaborative opportunities.

Internally, our team embarked on a retreat in Kalanamu to create tighter bonds, establish strategic alignment, and feed the engine for future success.



*Sincerely*  
**Bright Asimwe Wandera**  
*Board Chairperson, Mobiklinik.*

# TRACTION AT A GLANCE



**04**

Programs executed by the Foundation Arm



**1200**

CHWs empowered



**03**

Awards won



**65%**

Digital tool usage in communities



**100**

More Smartphones distributed



**245,000**

Indirect beneficiaries



**105,000**

Direct beneficiaries



**KENYA**

Scaled and established Foundation arm in Kenya



**E-LEARNING**

E-learning product launched

## Partnerships:

- MOU signed with Clarke International University.
- Collaboration with Simprints on a Biometrics for patient identification project.
- Strengthened collaboration with Buikwe District Local Government Directorate of Health Services

## Community Health Professional's (CHP's) app:

- Simprints Facial Recognition Biometrics Technology was successfully incorporated into the CHP tool with a patient identification success rate of 95%.
- AI chatbot developed and incorporated into the CHP tool.

# INVESTMENT IN SOCIAL ENTERPRISES: KEY TO REALISING SOCIAL JUSTICE

PAUL CROOK - BOARD MEMBER



**Social enterprises** are the critical point for changing the dynamics of humanitarian response and inclusive development.

A bold statement regularly stated from workshops and podiums where people talk of localization, inclusion, and related matters for addressing inequality and resultant perpetuation of inequity.

The SARS-CoV-2, COVID-19, pandemic brought forward learnings which dominant actors in the humanitarian and health sectors have seemingly not picked up on. Moves now appearing regarding how public-private partnerships in morphing into public-private - philanthropic nexus means those large, often bureaucratic, organizations who did not deliver effectively (no matter their claims of efficiency and seeking to continue an oligopoly on relevance) are now being challenged in terms of all OECD-DAC evaluation criteria.

## THE CONSIDERATIONS REVOLVE AROUND EXTERNAL FACTORS

**1. Digital engagement;** the use of artificial intelligence (AI) allied to continued improvements in how we use mobile telephony, means basics can be delivered through a blended learning approach linking digital engagement with local networks of primary health care. Infrastructure of this nature costs money and it is where socially minded enterprise is critical in linking in with corporates providing the base infrastructure.

The mobile telephony operators know the value in providing such engagement and so Mobiklinik's socially minded approach fits. We are moving from the commercial mindset of corporate social responsibility to shared value. The Japanese caring capitalism thinking of keiretsu; involvement of all in a supply chain from producers through to consumers.

**2.** With digital engagement comes citizen science. People are fed up with being merely statistics in proposals perpetuating the situation developed over the last three decades. **Mobiklinik's** 2023 engagement with **Simprints** has shown the potential for biometrics and how people can take control of their personal data.



Mobiklinic's facilitation of local engagement is the key to changing dynamics with the Government reinforcing its role in policy frameworks and quality assurance and people taking control of their data and information as a foundation for building knowledge with individuals, mothers, families and into communities.

### 3. Lessons from supply chains.

Drones are great and will capture headlines for small medical supply show pieces, but the real engagement will be control of supply chains. This builds from active engagement in the costing of supplies ensuring there are the right pieces to satisfy people's needs but also warranting there is not waste. Waste costs money and undermines credibility of health services. Enterprises are aware of their need to cost everything and ensure quality is apparent thus developing efficient and effective supply chains.

**4. With the changes being wrought** by AI take-up, the value in long chains where different actors are becoming rent-seekers rather than performing to add value. We are now developing value constellations with the guiding principles of localization affirming accountability frameworks. Accountability in addressing health needs now and into the future. Developing the infrastructure to support public health centers in locations fitting to people's needs. Developing skills and opportunities for young people to have a career path as a health worker in their community as they are supported by MobiKlinic's digital skills development built on Clarke University professionalism. Delivering in standards set by the public sector and supported by resources to reinforce accountability within this local governance and socio-economic setting. This is where the move to Public - Private - Philanthropic Partnership comes to the fore.



# A WORD FROM OUR CTO

ALAFAT MAGEZI



As the Chief Technology Officer at Mobiklinic, I am excited to share the incredible wins we have made in transforming healthcare access in rural Africa through cutting-edge technology. Our commitment to innovation and positive impact is at the core of everything we do, and I'm thrilled to highlight some of our key initiatives.

## OUR KEY INITIATIVES

### 1 **Bridging the Gap with the Community Health Worker (CHP) App**

At Mobiklinic, we recognize the vital role of Community Health Workers (CHWs) in delivering healthcare services to underserved communities. To empower these frontline heroes, we developed a robust CHP app. This app not only facilitates doctor consultations through chat but also includes an emergency response feature allowing CHWs to swiftly call for an ambulance in critical situations.

The integration of biometrics within the app serves a dual purpose: reducing data duplications and ensuring easy patient identification. This, in turn, streamlines the management of patient records, allowing for more efficient and accurate healthcare delivery. Moreover, our in-house AI medical assistant, Moby, provides essential healthcare guidelines during times when direct doctor consultations are unavailable, enabling CHWs to carry out their work effectively.

### 2 **Strengthening Data Protection for Community Beneficiaries**

We understand the sensitivity of healthcare data and prioritize the protection of our community beneficiaries. Employing state-of-the-art encryption technologies, we ensure that patient data is secured and accessible only to authorized personnel. This commitment to data security aligns with our dedication to maintaining the highest standards of privacy and confidentiality.

## Pioneering Telemedicine for Patient Convenience

In our pursuit of revolutionizing healthcare access, we are currently developing a comprehensive telemedicine system. This system will empower patients to book appointments and engage in online consultations through text, video, and audio interfaces. The platform boasts features such as searching for nearby hospitals, secure online payments, safe storage of medical records, and streamlined appointment booking.

Our vision is to create a marketplace for medical services through this telemedicine system, fostering cross-border consultations and expanding the reach of healthcare services. This innovative approach not only brings unparalleled convenience to patients but also proves to be a cost-friendly alternative to traditional, in-person consultations.

As we anticipate growth and expansion in Mobiklinik's software department, various exciting positions will become available to meet our evolving needs. These may include roles such as software engineers, a UI/UX designer, a system architect, security analysts, and a data engineer. These roles will also have internship opportunities to support the team

In conclusion, our efforts at Mobiklinik are centered around leveraging technology to break down barriers to healthcare access, empower frontline workers, and create positive change in the lives of individuals across rural Africa. We are excited about the future possibilities as we continue to innovate and drive positive transformation in the healthcare landscape.



# WE ARE PIONEERS IN BIOMETRIC FACIAL PATIENT IDENTIFICATION

BY MIIRO CHRAISH - RESEARCH

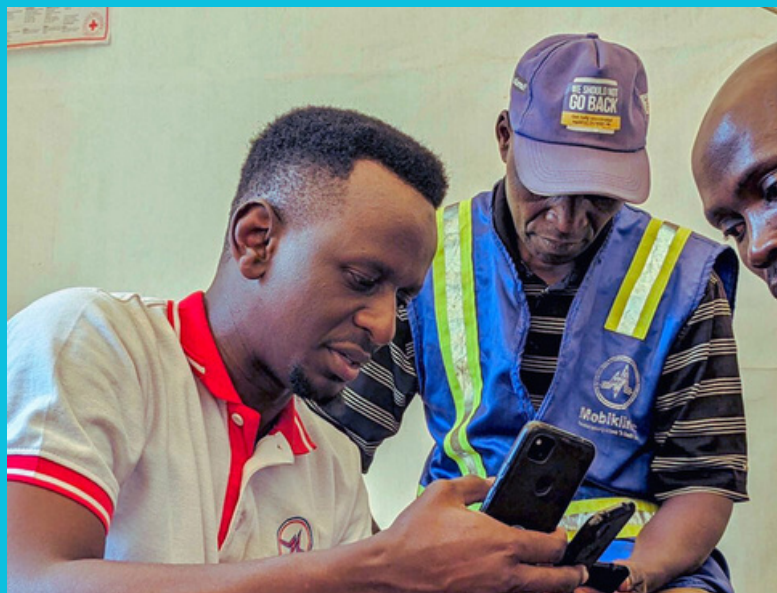
## Integrating Simprints Facial Biometrics technology into our Digital Community Health Tool.

The health information technology space has over time proved to be highly dynamic, routinely generating new innovations with an end goal of achieving a seamless flow of health services especially in last-mile areas to support frontline health workers.

This year, we partnered with Simprints, one of the premier innovative identification technology companies to equip our Community health workers(CHWs) with mobile facial biometrics technology to quicken and ease identification and verification of beneficiaries for vaccines and other community-based health services.

With support from the Pfizer Foundation, King Baudouin Foundation, and Duke Global Health Innovation Center, Mobiklinic has been able to achieve successful integration of Simprints facial biometrics technology into our digital community health tool and unlocked another level of efficiency in community health service delivery.

We have piloted facial biometrics technology among 10 CHWs in Kiyindi Landing Site, Buikwe District, Central Uganda. Good news: The CHWs found the technology easy to learn, convenient to use, and more importantly, time-saving during service delivery. The technology creates efficiency given that it significantly reduces the time it takes to identify and verify a beneficiary. The efficiency has been evidenced by the higher average number of beneficiaries tended to by this group of CHWs compared to those without biometrics.





In addition to the operational efficiency, the Simprints facial biometrics technology has eliminated duplication of data and improved the authenticity of data collected by CHWs given that each entry has to be biometrically verified. Overall, there is an effortless layer of security and quality assurance embedded into our data flow chain ensuring data reliability for understanding public health trends and forecasting needs.

There is much that we have achieved through our partnership with Simprints but the cordial working relationship crafted and maintained stands out. This, and common interests have been the foundation of this success and will guarantee future shared workspaces, and resultant scaled efficiency in digitised community health systems.





## Measuring digital readiness and technology acceptance in rural areas: A collaboration with F-vital Inc.

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Digitised frontline Community health workers will precipitate Universal Health Coverage by 2030 but digitization should be community-based to achieve impactful outcomes.

Community-based development can ensure inclusivity, guarantee technology acceptance, lead to efficient resource mobilization and utilization, and ultimately create the desired impact in community health systems. Digital readiness assessment should proceed development of a digital health tool. This informs software, hardware, training, and partnership needs which are critical for developing easy and relevant technologies for a particular population and need. Technology acceptance assessment helps determine the biggest drivers of technology acceptance and usage among user and beneficiary populations.

We were able to undertake digital readiness and technology acceptance assessment, thanks to Fvital Inc., the Japanese International Cooperation Agency, and Crossfields Japan. We discovered that all CHWs were eager to use digital health tools, but almost half of them needed financial (to purchase smartphones) and technical support to digitize fully. We also discovered gaps in the internet infrastructures that are currently hindering a smooth digital community health space.

he findings obtained have guided us in the targeted digitization of different communities in 2023 through addressing specific and diverse training, and financing needs. Nonetheless, digitized CHWs showed a much higher level of efficiency in community health service delivery and we are quite confident that with the complete digitization of community health systems, UHC2030 is in sight.

Additional reading: [10.21203/rs.3.rs-3546017/v1](https://doi.org/10.21203/rs.3.rs-3546017/v1)

## Mobiklinic, a member of the WHO Civil Society Commission.

We are pleased to announce that Mobiklinic will be a member of the WHO Civil Society Commission, and the United Health Coverage(UHC) Taskforce for 2024. This commission brings together various stakeholders representing different constituencies from WHO committees, civil society groups, international health professional bodies, parliamentarians, and other healthcare bureaucrats.

The commission aims to foster improved engagement between WHO and Civil Society to achieve Universal Health Coverage by 2030.

Being providers of digital health solutions to frontline community health workers, we shall represent the constituencies of private digital health developers and implementers. We are very excited about our mandate with the WHO Civil Society Commission.

Regulatory frameworks for digital health

The information technology age is highly dynamic and this has presented regulatory challenges to authorities, investors, and developers in the health technology space. In some lax jurisdictions, loopholes that can be abused may be detrimental to personal and health data. In overzealous jurisdictions, an endless loop of regulations has made the development, piloting, and scaling of digital health solutions almost impossible or very expensive.



Fast forward to 2023, Mobiklinic participated in various forums locally and internationally, to share views on digital health regulation and data protection and ensure responsible but progressive advancement of the digital health space.

First Africa Health Tech Summit, Kigali, and the Rwanda-Uganda Business Forum.

We attended the first Africa Health Tech Summit in Kigali Rwanda.

In the plenary and breakaway sessions, we emphasized the need for robust and streamlined digital health policies to avoid multiplicity of regulatory responsibilities and authorities, reduce or eliminate cherry-picking of favourables among conflicting policies, and ease cost-effective compliance. We also discussed the cross-border regulatory opportunities presented by the African Continental Free Trade Area(AfCFTA) and the pathway to ratification by different countries.

Stakeholder Dialogue on Digital Health in Uganda.

Afya na Haki convened dignitaries from the Ministry of Health, technology developers, health practitioner licensing bodies, civil society, and academia to discuss the digital health landscape in Uganda. We deliberated on the current regulatory deficiencies in Uganda and the multiplicities presented by professional licensing policies, practicing regulatory policies, the Personal Data Protection Act, and the National Information Technology Agency Act. We reflected on the progress made so far in the regulatory space, shared learnings, and the way forward in digital health regulation. In the same space, I shared a brief guideline for community-based and inclusive technology development. More: [Stakeholder Dialogue on Digital Health in Uganda](#)



Seminar on Digital Health Data Management Among the Youth in Uganda

On 30th March 2023, we were invited by Afya na Haki to share and guide about digital health data management among the Youth in Uganda. This was a very strategic engagement considering that youths make up 60% of our community health workforce, and are poised to play a more prominent role both as providers and recipients of digital health services. We shared about responsible interaction with digital health service providers, the current data protection laws and how to seek redress in case of personal data breaches.

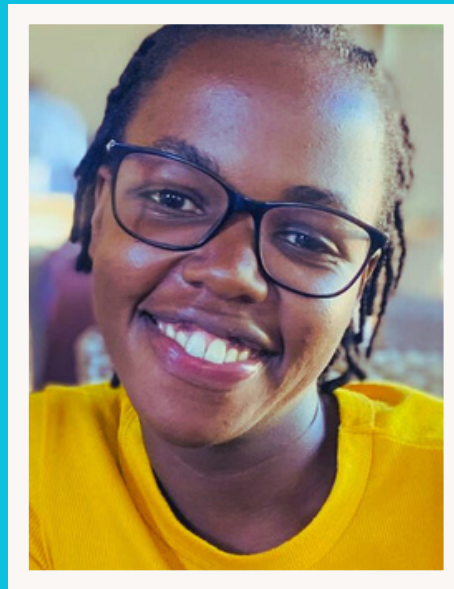
More:

[DIGITAL HEALTH DATA MANAGEMENT AMONG THE YOUTH IN UGANDA](#)



# WOMEN AT THE HELM: BUILDING HEALTHCARE TECH WITH MOBIKLINIC

NAGGAYI DAPHNE PEARL



At Mobiklinic, the beating heart of our tech team isn't made of silicon, but of the unwavering spirit of women. We're not just a minority; we're the majority, a force driving innovation that empowers both healthcare workers and patients in underserved communities.

Our story isn't just about lines of code; it's about shattering stereotypes and paving the way for a more inclusive tech landscape.

Take Daphne and Jemimah, for example. Once civil engineers, we dared to rewrite our destinies, joining Mobiklinic as software engineers.

Our journey is a testament to Mobiklinic's commitment to providing opportunities that transcend backgrounds and embrace potential. Today, we have built the Community Health Worker (CHW) app, a digital lifeline connecting remote communities to vital healthcare.

Furthermore, we integrated biometric authentication in the CHW app, in collaboration with SimprintsID. Imagine the smiles on our faces when we saw how this streamlined data management, reduced errors, and boosted the efficiency of the community health workers on the ground.

But the journey hasn't been without its bumps. As women in tech, we've encountered moments of unconscious bias, navigating assumptions about our capabilities, and the constant need to prove ourselves in a male-dominated field.



To the young women out there, our message is clear: the tech world awaits your brilliance. Don't be deterred by stereotypes; let them be your fuel. At Mobiklinic, we offer more than just a career; we offer a chance to be a part of something bigger, to make a real difference in the lives of those who need it most.

The women on the ground, our CHWs, are the beating pulse of our mission. They are the boots on the ground, using the tools we build to reach the most vulnerable. Knowing that their work is powered by a team of women like us, women who understand their struggles and celebrate their triumphs, is a source of immense pride and inspiration. A CHW shared how our innovative tools not only streamlined her daily tasks but also empowered her to make a significant difference in the lives of those she serves. This moment exemplifies the transformative power of our collective efforts — our code, our creativity, and our unwavering spirit are not just lines on a screen; they are bridges to a healthier, more equitable future.

So, join us. Let's rewrite the narrative, together. Let's make tech a space where women not only thrive but lead the way, where innovation is fueled by empathy, and where every line of code beats with the rhythm of a better tomorrow.

# MOBIKLINIC TAKES THE GLOBAL STAGE AT MAKING MORE HEALTH CONVENTION

A delegation from MobiKlinic, led by team leader Ibrahim Mutyaba and Martin Wasiike, recently made waves at the prestigious Making More Health Convention in Frankfurt, Germany. This pivotal event, hosted by Boehringer Ingelheim and Ashoka, brought together impact investors and innovative startups from around the world, sparking collaborations and driving progress in global healthcare



## **MobiKlinic's Star Performance:**

At the convention, Ibrahim took center stage, delivering a captivating presentation on our impactful MobiKlinic Renal program. His passionate articulation of the program's potential to revolutionize kidney care in remote Ugandan communities resonated deeply with the audience, drawing widespread attention and igniting exciting possibilities.

## **Building Bridges for Impact:**

Beyond their presentation, Ibrahim and Martin actively forged connections with fellow participants. They engaged in fruitful discussions with prominent impact investors, paving the way for potential partnerships and future funding opportunities. This invaluable exchange of ideas and expertise promises to propel MobiKlinic's mission to even greater heights.

## **A Catalyst for Growth:**

This participation in the Making More Health Convention serves as a significant milestone for MobiKlinic. It underscores our commitment to global collaboration and showcases our innovative solutions on a world stage. The potential partnerships and resources gleaned from this event will undoubtedly fuel our journey towards sustainable impact and transformative healthcare access for the communities we serve.

## **Looking Ahead:**

Inspired by the energy and connections forged at the convention, MobiKlinic is poised for an even brighter future. We are actively pursuing the promising leads generated by Ibrahim's presentation and look forward to leveraging these partnerships to expand our reach and empower communities across Uganda.



## REPRESENTING MOBIKLINIC FOUNDATION AT THE MAKING MORE HEALTH CONFERENCE IN INGELHEIM, GERMANY! 🇩🇪

WASIKE MARTIN - CFO

I am thrilled to share that I had the incredible opportunity to travel to Ingelheim, Germany with my colleague Ibrahim Mutyaba to participate in the Making More Health Conference under the rising stars category, proudly representing Mobiklinic Foundation. This experience has been nothing short of inspiring and enlightening and it perfectly captured the theme of the event: COLLABORATE.IDEATE.IMPACT.

At this conference, I had the privilege of engaging with remarkable individuals, potential partners, and experts in various fields. We explored innovative ways of collaborating and causing impact in our different societies.

I want to extend my deepest gratitude to Mobiklinic Foundation for making this journey possible. Their support and encouragement have been invaluable, and I am honored to be part of such an innovative organization.

I would also like to express my sincere appreciation to Boehringer Ingelheim in partnership with Ashoka for organising this outstanding event. Their commitment to improving healthcare and fostering collaboration is truly commendable.

This experience has reinforced my belief in the power of innovation, collaboration, and the tremendous potential we have to make a positive impact on healthcare accessibility. I am excited about the future and what we can achieve together.

# MAKE MORE HEALTH CONFERENCE





## Spreading Healing Across Borders: MobiKlinic Expansions to Kenya



In 2023, MobiKlinic Uganda proudly took a historic step towards regional healthcare growth with the establishment of MobiKlinic Foundation Kenya. Recognising the importance of collaboration and cross-border pollination of expertise, this expansion marks a significant chapter in our journey to ensure accessible healthcare for all.

The driving force behind this initiative was the identification of Kenya's immense potential. Led by the esteemed Dr. Crispin Ndedda, a Public Health and Nutrition Consultant, and supported by a capable core team including Ms. Knight Muhonja and MobiKlinic veterans Paul Crook and Andrew DDembe, MobiKlinic Foundation Kenya has hit the ground running.

Kenya's commitment to community health workers is truly inspiring. The recent government initiative to equip 100,000 community health promoters with diagnostic tools and supplies presents a fertile ground for MobiKlinic's innovations.

We envision leveraging these existing resources to deliver efficient last-mile healthcare services within Busia County, our chosen starting point.

Our launch into Busia presents a unique opportunity to compare the impact of our programs across varied contexts. By launching here, we are\* expanding access to healthcare for communities but also gaining valuable insights for continuous improvement and adaptation.

The Kenya team has already made significant strides in establishing relationships with Busia County authorities, setting the stage for more robust work once required financial resources are secured. This expansion embodies MobiKlinic's unwavering commitment to building a healthier East and Central Africa, one region at a time.

# Introducing Kenyan Team

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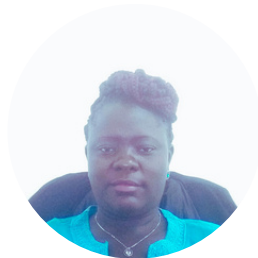
Dr. Crispin Ouma Ndeda  
Country Director - CEO



Paul Crook  
Co-director



Knight Muhonja  
Programs Manager



Joy Wasirimba  
Deputy Programs  
Manager



Chief Technology Officer  
Alafat Magezi



Wasike Martin  
Chief Finance Officer



Francis Echessa Kangwana  
Monitoring Evaluation &  
Research



Jude Bob Lumumba  
Data Specialist &  
Digital Products Manager



Phylis Wileta Andambi  
Nutrition Specialist - Trainer



Ann Gitimu



Dr. Ganyenje Gakombe



*Partnership engagement with MTN Foundation*

# Weaving a Web of Collaboration for Stronger Healthcare

**By Aaron Ssempe**  
*Partnerships Lead*

MobiKlinic's journey wasn't a solitary path in 2023, but a vibrant tapestry woven together through powerful partnerships. We reached out, joined hands, and amplified our impact with diverse allies, each thread strengthening the fabric of healthcare access for all.

Partnerships weren't just agreements; they were bridges. With Simprints, we embarked on a research journey, exploring how biometrics could unlock personalized care in communities.

With Clarke International University, we built bridges of knowledge, crafting quality control systems and training for our valued community health workers.

Reaching across the healthcare landscape, we collaborated with MaKonge and Bufumbe Muslim Health Centers, extending our reach and ensuring comprehensive care. Stepping up with Vilgro Africa, we tackled the critical area of renal health, offering a lifeline to those battling kidney disease. Each partnership, unique in its nature, resonated with a common ambition: to make healthcare accessible, equitable, and transformative.



But the path wasn't without its challenges. Forging connections required dedication, open communication, and a firm belief in the shared vision. We learned to navigate diverse priorities, cultural nuances, and logistical hurdles, emerging stronger and more adaptable.

Yet, the rewards far outweighed the challenges. Witnessing the impact of our collective efforts fueled our passion. Seeing Simprints' technology empower community health workers with accurate patient identification, or watching Clarke International University's trainings transform healthcare delivery at the grassroots level, filled us with profound satisfaction.

These partnerships weren't just collaborations; they were testaments to the power of "together." They proved that by joining forces, we can not only reach further but climb higher, propelling healthcare towards a brighter future.

*Written by: Aaron Sempa  
Partnerships Lead*

As we step into the next chapter, we carry the lessons learned and the strength fostered within these partnerships. We embrace collaboration as a driving force, confident that with every woven thread, we come closer to a healthier, more equitable world.



*Memorandum of Understanding signing with  
Clarke International University*

*Our partnerships  
weren't just  
collaborations; they  
were testaments to  
the power of  
"together."*





# SIGNING MEMORANDUM OF UNDERSTANDING WITH CLARKE INTERNATIONAL UNIVERSITY

CIU MOU WAS TO STRENGTHEN QUALITY  
CONTROL OF OUR MOBIKLEARN PLATFORM



# MOBIKLEARN

## Basic Healthcare Training

for everyone  
everywhere



## MobiKlearn

In our efforts to increase access to health services as a key component of health, towards the end of 2022, we began the development of Mobiklearn, an e-learning platform through which people can take various health courses. In July 2023 this platform was made open to the public. A variety of courses exist such as first aid, essential medicines, maternal and newborn care, family planning, etc. Each course costs just UGX 22,000 (USD 6) making it affordable for people. We have so far had a total of 124 users, and we hope to gain more people and impact their lives by providing them with the critical health knowledge that they need to empower them to lead healthy lives. Towards the end of 2022, we began the development of Mobiklearn, an e-learning platform through which people can take various health courses. In July 2023 this platform was made open to the public. A variety of courses exist such as first aid, essential medicines, maternal and newborn care, family planning, etc. Each course costs just UGX 22,000 (USD 6) making it affordable for people. We have so far had a total of 124 users, and we hope to gain more people and impact their lives by providing them with the critical health knowledge that they need to empower them to lead healthy lives.

[www.mobiklearn.com](http://www.mobiklearn.com)

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# Empowering Communities with SRH Knowledge

A Next Health Accelerator story

*“Our partnership with NHA is a testament to the power of collaboration”*

In 2023, a powerful partnership blossomed between MobiKlinic and the Next Health Accelerator (NHA), igniting a brighter future for sexual reproductive health (SRH) in Uganda. This collaboration, fueled by the NHA award, enabled MobiKlinic to tackle the crucial yet often neglected area of SRH education, empowering individuals with knowledge and fostering healthier communities.

With the NHA grant, MobiKlinic wasn't just handed tools; it was handed a platform for transformation. We invested in high-quality video recording equipment – a camera and microphones – that became the heartbeat of our content creation engine. This empowered our dedicated team to develop and launch three impactful courses on Mobiklearn, our e-learning platform:



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[www.mobiklearn.com](http://www.mobiklearn.com)

# Mobiklinic Internship Program



**MobiKlinic**  
Revolutionizing Access To Health Care

Revolutionizing access to Healthcare



MobiKlinic embraced the future by welcoming a dynamic team of interns from the African Leadership Academy and Makerere University. We believe that nurturing young talent is not just an investment in our future, but a responsibility to empower the next generation of healthcare innovators.

Our internship program went beyond the confines of textbooks and theoretical frameworks. We immersed our interns in the vibrant pulse of MobiKlinic, offering them a real-world canvas to exercise their creativity and learn from their experiences. They weren't merely observers; they were integral players in our mission.

From tackling real-time challenges in community outreach to brainstorming innovative solutions for improving service delivery, our interns were given the freedom to explore, experiment, and even make mistakes. We created a supportive environment where vulnerability was embraced as a stepping stone to learning and growth.

Witnessing their transformation was truly inspiring. From hesitant first steps to confident presentations of their project proposals, our interns blossomed under the guidance of our team. They learned to navigate the complexities of healthcare delivery, hone their communication skills, and develop a deep understanding of the communities we serve.

# OUR INTERNS



The impact wasn't one-sided. Their fresh perspectives and youthful energy infused our organization with a renewed sense of purpose. Their innovative ideas challenged our established norms and led to the development of new initiatives that are already bearing fruit.

2023's internship program wasn't just about filling positions; it was about building bridges between the present and the future. We equipped our interns with the tools and experiences they need to become changemakers in the healthcare landscape. It's a privilege to be a part of their journey, and we eagerly await the contributions they will make to the world of healthcare in the years to come.



"Every week at MobiKlinik, new faces welcomed me with warmth and a genuine interest in supporting my internship goals. It was like joining a growing family with a shared mission. I felt challenged, not just by the work, but by the infectious dedication of everyone around me. My colleagues didn't shy away from constructive feedback, but always offered it with encouragement and a willingness to help me learn from my mistakes. This wasn't just an internship; it was a transformative experience that exceeded even my wildest dreams." - Betty, Makerere University, 2023 MobiKlinik Intern



## MobiKlinik Rejuvenates in the Forest: A Nature Fuelled Team Building Experience



MobiKlinik ventured beyond the urban landscape, seeking rejuvenation and team building amidst the lush embrace of Kalanamu's Great Outdoors. From the initial gathering at the office, filled with laughter and the warmth of welcoming new colleagues, the journey itself became a tapestry of connection. Sharing stories and enjoying the scenic ride, we arrived at a haven of fresh air, a stark contrast to the city's bustle. This breath of nature, embraced by towering trees, invigorated and excited us for the weekend ahead.

Over two enriching days, renowned guest speakers shared their wisdom, guiding us through challenges and unlocking the potential within us. Graced by Safeboda's Christian Wamambe's non scripted journey into innovation also doubling as a member of our non executive board, Village Reach's Edwin Mulwa who dived us deep into management frameworks and trusted advisor models, Ablestate's David wampamba came in with practical demonstration of

communication challenges among team mates and how that affects, Craft EastAfrica's multi-country M&E lead Bright Assimwe also doubling as our board chair taking us through cultivating the skills to grow as a leader, and finally our CEO, gracing us with a video of the mobiklinik's journey. Whether tackling unfamiliar tasks or reveling in the delicious meals that fuelled our minds and bodies, each moment held a unique value. The crackling campfire on Saturday night served as a stage for storytelling, forging deeper bonds under a blanket of stars. As laughter warmed us against the cool night, we retired to our cozy cabins, nestled within the whispering embrace of the forest.

This inaugural team building retreat, the first since MobiKlinik's 2019 birth, etched itself deeply into our memories. It was a symphony of camaraderie, learning, and the quiet power of nature's embrace. As we look ahead, the echoes of these shared experiences reverberate, fueling our excitement for future adventures and propelling us towards shared success

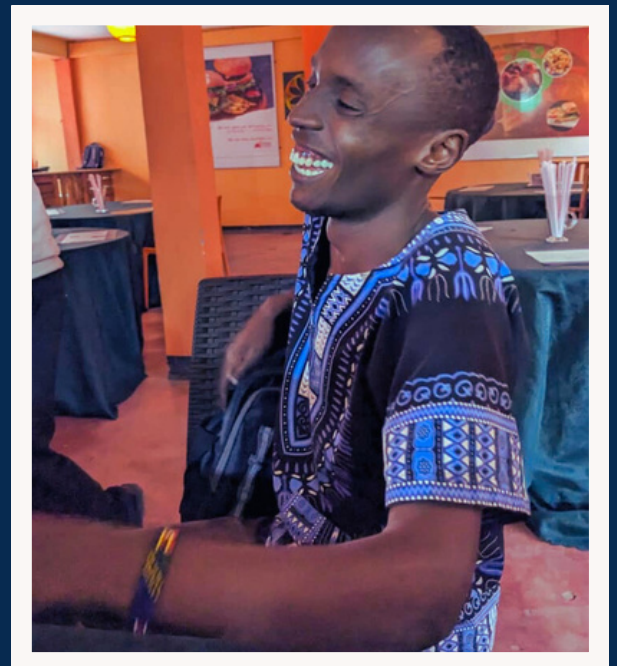






# CLOSING THE YEAR

## PICTORIALS



# MY INTERNSHIP JOURNEY AT MOBIKLINIC

BY WUBESHEET , SOFTWARE ENGINEERING STUDENT  
AT AFRICAN LEADERSHIP ACADEMY



I am excited to share that I have successfully completed my internship at [Mobiklinic](#). I had the privilege to contribute as a backend developer to the company's mission of revolutionizing access to health care. This experience has been a dynamic odyssey filled with challenges and triumphs, all contributing to a journey I am immensely grateful to have embarked upon. In this article, I delve into the whole journey of my internship.

My internship journey at Mobiklinic has been a transformative experience, allowing me to contribute meaningfully to the company's noble mission while acquiring a diverse skill set. Beyond technical accomplishments, I gained insights into the challenges and rewards of startup dynamics, adaptability, and embracing new ideas. The exposure to the ITED technique and the fusion of physical and digital means in healthcare delivery has broadened my perspective on technology's potential for societal impact, particularly in healthcare. This internship has inspired me to continue exploring innovative solutions to global challenges and has set a strong foundation for my future endeavors.

## What it feels like at Mobiklinic

I was initially concerned that I would face many challenges during my internship. However, the Mobiklinic team was very supportive and flexible, and things turned out to be more manageable than I expected.

Despite the advantages of remote work, as I mentioned earlier, I also discovered its downsides, especially when compared to the experience of working in a physical setting. While remote work provided me with the flexibility to balance various responsibilities and effectively manage my time, it did present certain challenges, notably in obtaining immediate and direct technical support from my coworkers. I believe that I might have experienced even greater personal growth through in-person interactions, as I enjoy working around people. However, I also recognize the overarching benefits of remote work; it allowed me to maintain my commitments, such as coursework, which might have been more challenging if I had been working in the office. Despite all this, I successfully navigated these challenges, made significant contributions, and have grown significantly.



# INTERVIEW WITH EMPLOYEE *of the year*

MR. WASIKE MARTIN  
CHIEF FINANCE OFFICER

What motivates you to go above and beyond your regular duties as CFO?

*Wow. What motivates me!!! Basically, its mainly the desire to cause positive impact in this position for the time I have. Additionally, I feel gratified when solving challenges in a timely manner.*

How do you maintain a healthy work-life balance while holding such a demanding position?

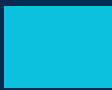
*Frankly speaking, It's still an area am growing in. So far, I try my best to give my best while at work and also my best while away from work.*



What does being recognized as MobiKlinic's Employee of the Year mean to you?

*It means a lot. Working in a department that is less appreciated most of the time. It is extremely humbling and honouring being chosen. After a challenging year with many low points, this was a highlight and am grateful to management.*





How do you ensure your financial decisions align with Mobiklinik's mission and social impact goals? Can you share an example?

*This is not entirely a one-person job. I work closely with management especially the CEO to ensure most of the decisions are in the best interest of Mobiklinik mission. Additionally, I leverage on my experience in this accounting and finance field.*

As CFO, how are you positioning Mobiklinik to become the leading digital health institution in East Africa in a sustainable manner?

*As we all know, finance is the lifeblood of most businesses. With my position, am ensuring that we stay in business at all cost. This is being done by diversifying our revenue sources and utilizing the current resources to the best of my ability. With more revenue, am optimistic that can expand our services to more areas thus being the leading digital health institution.*

**What advice would you give to aspiring professionals interested in a career in social impact finance?**

*Being patient and resilient. Unlike the traditional finance environments, this side there is a lot of uncertainty in the funding. This calls for thinking out of the box and being flexible to achieve sustainability.*

*Interviewed by: Alafat Magazi - CTO*

# CHW OF THE YEAR

JOSEPHINE KIRYA  
BUSAGAZI - BUIKWE DISTRICT



This year Josephine Kirya of Busagazi District topped as the most performing Community Health Provider. Effectively, she used our digital tools to reach and serve hundreds of people in her community of Kiyindi throughout the year.

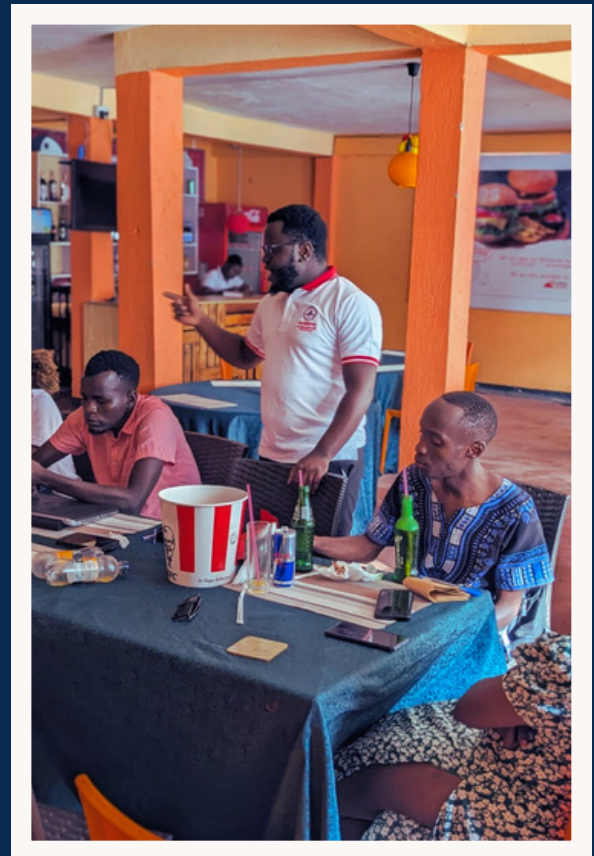
Josephine is among the ten (10) community Health Providers who pioneered in the Biometrics facial identification program- A collaboration between Mobiklinik and Simprints Technologies.



*Josephine in the middle during project initiation*

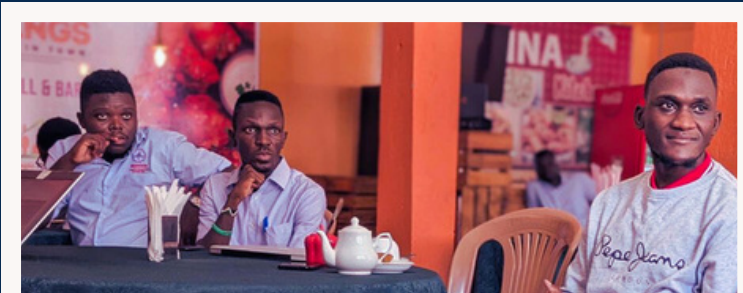
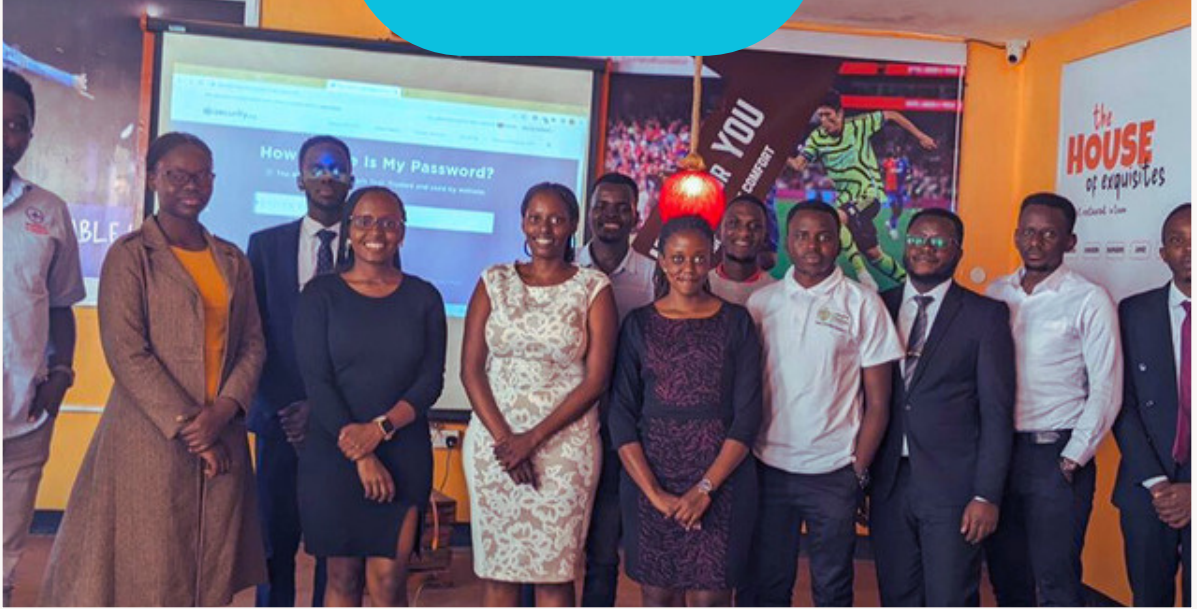
# CLOSING THE YEAR

## PICTORIALS





DATA PROTECTION TRAINING BY TECHNOLEGAL







# BIOMETRICS

## THE RIGHT PATH TO PATIENT IDENTIFICATION

**BY RAGHAV MINOCHA**

**SIMPRINTS - PARTNERSHIP MANAGER**

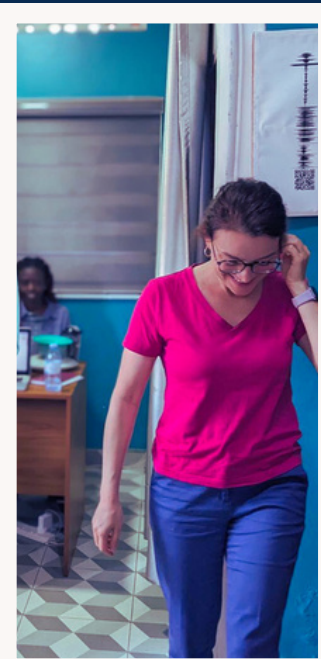
In December 2023, Simprints conducted a field visit in Uganda to observe enrollment and identification of clients using biometrics technology. There are high levels of user adoption but also high demand related to community needs. To scale up the project, it is recommended that more community health workers be trained to provide timely and needed community health services for the population. Community members display a high level of acceptance of the technology. However, additional community engagements and communication materials are needed to explain the technology's benefits in delivering health services. Further, it is advised to engage the Ugandan Ministry of Health to discuss the potential use of Simprints and Mobiklinik technology at the health clinic level, which would establish reliable digital client records."



# SIMPRINTS REPRESENTATIVE VISITS MOBIKLINIC

NATIA UBILAVA

MONITORING & EVALUATION SIMPRINTS





# MobiKlinik

Revolutionising Access To Health Care

## Websites:

[www.mobiklinik.com](http://www.mobiklinik.com)  
[www.foundation.mobiklinik.com](http://www.foundation.mobiklinik.com)  
[www.mobiklearn.com](http://www.mobiklearn.com)

## Contact

+256 700 218 686

## Location

Plot 257 Mawanda Road  
Kampala, Uganda

