

## SUCCESS STORY

### Doctors are now a phone call away

#### Service at your Fingertips



*Hello, Doctor, My Mother is sick*

*In the near future the service will be rolled out for the over 12,000 community clinics.*

*The mobile phone health service received recognition through ICT4 Development Award (2010) and special mention in Manthan India Award (2011).*

Today, because of the idea **by whom** citizens in remote areas are using mobile phones to ask a question, learn about treatment or understand where to travel for the best treatment option. They can also report the outbreak of an epidemic like measles in a local school so that the illness can more quickly be treated and contained. **Another quote**

We know that health care is a fundamental human right and a constitutional obligation; however, budget, social and economic barriers have sometimes made access difficult. Today, 482 upazilla health complexes and district hospitals now have a doctor on site in a call center to provide round the clock real time medical advice. Not only does the service reduce unnecessary health care visits. It speeds up treatment time and prevents citizens from going to unqualified healers. In addition, local service allows doctors to be culturally responsive by adapting advice to local customs.

You can find out more and access the local phone numbers at the Health Ministry website DGHS ([www.dghs.gov.bd](http://www.dghs.gov.bd)).



Governance Innovation Unit  
(GIU)  
Prime Minister's Office  
Dhaka- 1215  
Phone: 88-02-9136901  
[innovation@pmo.gov.bd](mailto:innovation@pmo.gov.bd)