

# INNOVATION FOR HEALTH

The Crucial Role of Not-for-Profit Social Service Providers: A  
Case Study on Telemedicine in Ukraine



# INTRODUCTION

## What we do:

- Mobile Homecare service provision (social / medical)
- Rental services for Home Care devices
- Relief food packages
- Personal protective equipment
- Hygiene kits
- Public health risk communication session

## Whom we serve:

- Vulnerable, socially isolated persons
- Elderly persons, especially elderly women
- Chronically ill people (HIV, long Covid, Diabetes, etc)
- Bedridden persons
- Palliative patients
- Internal Displaced Person - IDPs



## WHAT IS TELEMEDICINE?

- Telemedicine is a sub-area of telematics in health care
- Lets your health care provider care for you without an in-person office visit
- Refers to diagnostics and therapy using telecommunications to bridge a spatial or temporal distance between doctor, therapist, pharmacist and patient or between two consulting doctors



# WHY TELEMEDICINE IS CRUCIAL IN THE CONTEXT OF UKRAINE AND MOLDOVA



## THE POSITIVE IMPACT OF THE SOCIAL SERVICE

- Access to medical care (family doctors)
- Access to specialist doctors
- Access to diagnostic equipment
- Access to modern information (i.e Covid\_19,
- medical protection of infections, ..)
- Access to vaccination at home
- Screening methodology (if patient need hospitalization etc)
- Share with governmental structure
- Dignified approach to medicine



ACCESS. QUALITY. AFFORDABILITY.



# OVERCOMING CHALLENGES

- Full-scale invasion of Ukraine
- High influx of refugees within Ukraine and out of country (Moldova)
- Annual inflation reached 32%
- Technical difficulties with the data transfer
- Severe psychological state of beneficiaries
- January 2022 – new Covid\_19 (Omicron)
- Infrastructure Constraints
- Acceptance of IDPs as additional target group
- Seeking for additional funds
- To stay clear and persistent
- Adaptation of medical and social service provision
- Some medical consultations had to be postponed
- Alternative solution for transportation

QUESTIONS?





**THANK YOU**

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