

mHero TECHNOLOGY

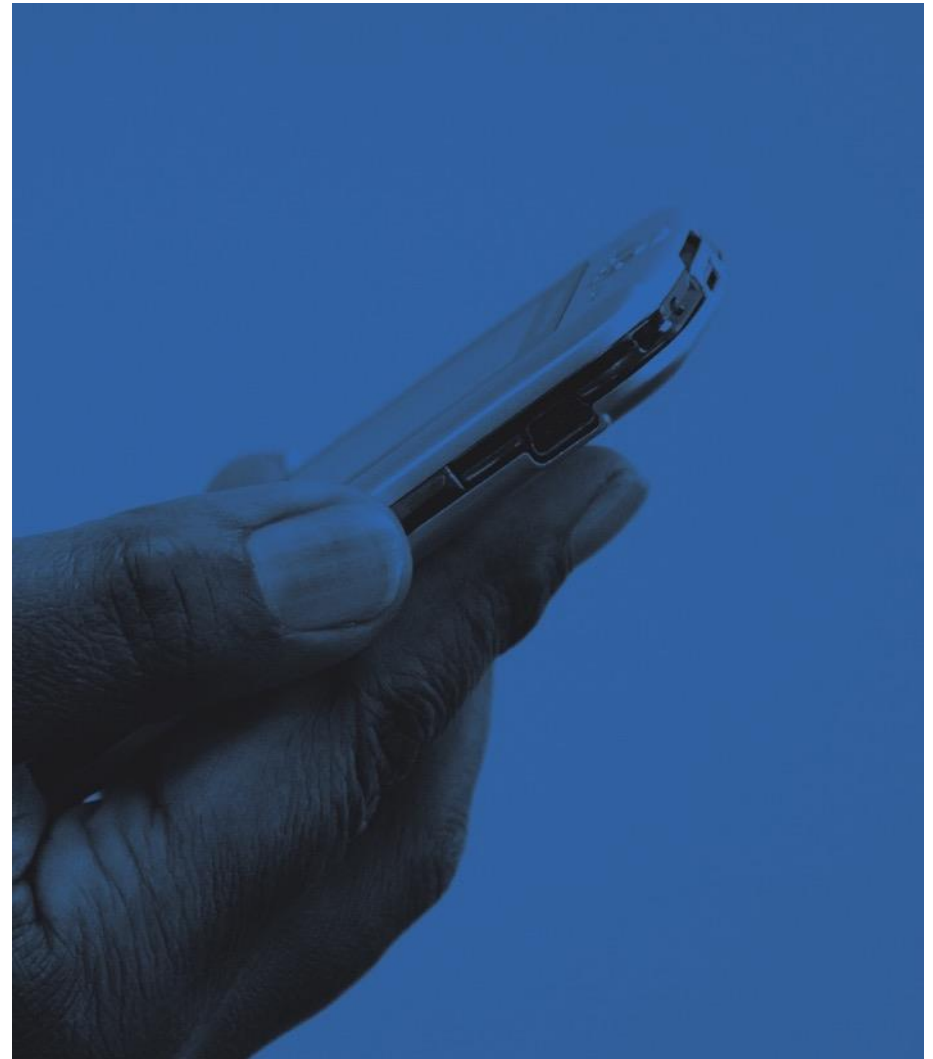
mHero unites the following systems already used by the Ministry of Health.

- **RapidPro** easily creates SMS messages to collect information from and send communications to health officials and health workers.
- **iHRIS** is the Ministry of Health's integrated human resource information system, the system that houses health worker records.
- **DHIS2** is the Ministry of Health's health management information system, a database for health service statistics.

By connecting data from these systems, mHero allows for targeted messages, making sure you receive SMS relevant to you and your job.

Contact:

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An integrated digital health platform for health worker communication and coordination

Connecting you with the Ministry of Health

WHAT IS mHERO?

mHero is a free communication system that connects you, the health worker, to health officials and critical information that can save lives, using your own mobile phone. The platform facilitates two-way, real-time communication using SMS text messaging.

The Ministry of Health will use mHero to contact you. When you receive a message, it will come from the phone number (0000). When you receive a SMS from (0000), please save the contact in your phone as "MOH" so that you can easily identify future SMS from the Ministry.

HOW DO YOU USE mHERO?

You will receive a SMS from the Ministry of Health from the number (0000). Respond to the question following the guidance in the SMS. You may receive more than one question. Please continue to respond until you do not receive any more messages.

WILL ANSWERING A mHERO SMS USE MY CREDIT?

No, responding to a mHero SMS is free of charge to you.



WHAT ARE THE BENEFITS OF mHERO?

mHero allows you to connect directly with the Ministry of Health, opening the lines of communication between you and your support system at the central level.

mHero:

- Is easy to learn and use
- Works on all mobile phones
- Allows rapid communication of critical needs and information in time of crisis or emergency
- Helps you communicate barriers and challenges to delivering health services
- Extends and improves the country's health information system
- Enables the county and central levels to hear directly from you.

CAPABILITIES

mHero can:

- Allow you to ask questions and provide information to the Ministry of Health directly
- Send you important messages such as service protocol reminders, training information, or payroll identification numbers
- Ensure central and district health information systems have complete, accurate, and up-to-date health worker records
- Notify you of upcoming events coordinated by the Ministry of Health such as campaigns, meetings, or celebrations
- Verify stock and service delivery information so you have the supplies and support you need
- Send and receive other important information.

mHero can result in stronger and more open communication among health officials and health workers, strengthening the country's health system.