

E-SAATHI HELPING PROVIDERS!

Experience of service providers from Guwahati, Assam

E-SAATHI CHATBOT

E-SAATHI offers a digital marketplace (chat-based digital support system) to promote women's maternal health autonomy and decision making. The overarching goal is to contribute to a reduction in maternal morbidity and mortality by adapting, testing, and scaling up a digital marketplace approach.



ONBOARDING THE PREGNANT WOMEN

Women scan the QR code via the tabletops and standees placed by the e-SAATHI team at the facilities. Providers assist women to get onboarded and discuss the benefits of the chatbot. Chatbot helps women and provider by providing key health information about maternity and child health like food they need to consume, identify signs which require them to immediately visit their provider, checkup reminders, along with many home remedies.



PROVIDER-PATIENT PARTNERSHIP*



More aware women

"The chatbot has made women conscious about their pregnancy"

"The chatbot reduces my pressure as patients are now already aware of high-risk signs"

"I am happy to see that women are taking interest in reading the messages"

Empowered women

"Women now ask lot more questions about their pregnancy during checkups"

"Women with gestational diabetes or hypertension now understand about their high-risk pregnancy which helps me to handle them better"

Saving service providers time

"Majority of woman are very keen to know about their pregnancy status at each gestational week which sometimes is not practically possible during doctor's visit but the chatbot gives that information, which is very helpful"

"The chatbot has minimised my counseling efforts regarding their health issues, food habits and regular checkups etc"



SHARING HEALTH INFORMATION

The chatbot experience is self-motivating and empowering, displaying how the e-SAATHI program is helping women and providers!

E-SAATHI - STRENGTHENING ANC/PNC VIA ASKNIVI TAILORED HEALTH INFORMATION, REFERRALS, AND FOLLOW-UP

*Quotes from gynaecologists, nursing staff from pilot hospitals in Guwahati