



د افغانستان اسلامي جمهوریت
د عامې روغتیا وزارت
د مالی او ادارې چارو معینیت

جمهوری اسلامی افغانستان
وزارت صحت عامه
معینیت مالی و ادارې



Islamic Republic of Afghanistan
Ministry of Public Health
Deputy Ministry of Finance &
Administration

تاریخ: 10/01/2020

Dear Arian Teleheal Charity and Dr Arian!

On behalf of Ministry of Public Health Afghanistan, Afghan medical community and Afghan nation, I wish to immensely thank you and your volunteer specialists for providing telemedicine support to doctors in Afghanistan.

Arian Teleheal has been collaborating with the Ministry of Public Health Afghanistan (MoPH) officially through a Memorandum of Understanding (MoU) since 2016. On behalf of MoPH, and as the Head of Emergency and Intensive Care Departments, it was my pleasure to supervise this partnership in Afghanistan. After a successful pilot with 5 hospitals in Kabul in 2015, Arian Teleheal charity was then connected to all Emergency and Intensive Care Departments throughout Afghanistan in 2016.

Medium of communication to discuss cases between Arian Teleheal specialist volunteers from across the globe and doctors in Afghanistan has been using phone call, video call and text messages, live and on 24/7 basis, 7 days a week. This collaboration has played a key role in providing life-saving advice and education to doctors in Afghanistan at national level. I am very delighted to note that this has been the first pioneering international telemedicine project successfully implemented nationally in Afghanistan through partnership with MoPH, especially, using mobile health.

In collaboration with Afghan doctors, Arian Teleheal management has found the following results covering a period of 3 years from January 2016 to January 2019.

Year 1 (January 2016 – December 2016) data:

1. The total number of support requests (patient cases) received – 305
2. Number of support requests solved by Arian Teleheal – 275
3. Percentage of support requests solved by Arian Teleheal – 90%
4. Number of patients who survived (discharged from hospital) following an Arian Teleheal response to a support request – 250
5. * Number of lives saved through Arian Teleheal's response to a support request – 173 out of 198 life-threatening emergency patient cases
6. Clinicians who benefited from learning and development interventions by Arian Teleheal – medics at all emergency and intensive care centres throughout the country

Year 2 (January 2017 – December 2017) data:

1. The total number of support requests (patient cases) received – 390
2. Number of support requests solved by Arian Teleheal – 361
3. Percentage of support requests solved by Arian Teleheal – 92.5%
4. Number of patients who survived (discharged from hospital) following an Arian Teleheal response to a support request – 332
5. * Number of emergency cases saved through Arian Teleheal's response to a support request – 238 out of 267 (life-threatening) patient cases
6. Clinicians who benefited from learning and development interventions by Arian Teleheal – medics at all emergency and intensive care centres throughout the country

Year 3 (January 2018 – December 2018) data:

1. The total number of support requests (patient cases) received – 461
2. Number of support requests solved by Arian Teleheal – 430



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3. Percentage of support requests solved by Arian Teleheal – 93%
4. Number of patients who survived (discharged from hospital) following an Arian Teleheal response to a support request – 391
5. * Number of emergency cases saved through Arian Teleheal's response to a support request – 275 out of 314 (life-threatening) patient cases
6. Clinicians who benefited from learning and development interventions by Arian Teleheal – medics at all emergency and intensive care centres throughout the country

Accumulative data for three years, January 2016 – December 2018:

1. The total number of support requests (patient cases) received – 1156
2. Number of support requests solved by Arian Teleheal – 1066
3. Percentage of support requests solved by Arian Teleheal – 92%
4. Number of patients who survived (discharged from hospital) following an Arian Teleheal response to a support request – 1048
5. * Number of emergency cases saved through Arian Teleheal's response to a support request – 686 out of 779 (life-threatening) patient cases
6. Clinicians who benefited from learning and development interventions by Arian Teleheal – medics at all emergency and intensive care centres throughout the country

Qualitative data: impact on peacebuilding in Afghanistan:

Quantitative and qualitative data was collected using anonymous surveys, group and individual discussions regarding the impact of our collaborative work clinically and on peacebuilding in Afghanistan. Data showed significant improvement in the attitudes of medics towards the international community and working with the international community as part of the project. Data also showed that those involved had significantly reduced feelings of polarization and isolation. Individual case studies were also done on the general public who had received treatment through Arian Teleheal support. They showed significant improvement in their attitudes towards the international community. Overall, our partnership has shown an innovative way towards peacebuilding in Afghanistan which overcomes many challenges.

Once again, we sincerely thank you for providing this life-saving, educational and peace building partnership in Afghanistan. We look forward to continuing our collaboration for years to come.

Yours sincerely,

Dr Mamosai Zewar

Deputy Minister of Public Health Afghanistan