
Digital innovation to improve access to health services: online platform with geo-referenced information

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Background

How are we going to reach **90-90-90** targets?

How to improve **supplies and services** access?

How to use **technologies** and take advantage of **open government** and **data** availability?

How to promote **citizen participation** on health issues?

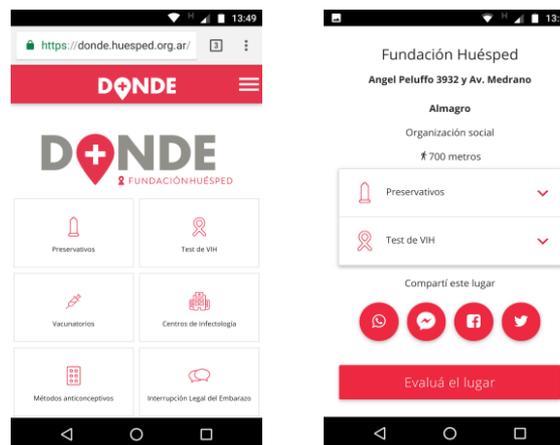
Description

A responsive website was developed, specially focused on young people, with geo-referenced information about condom delivery points, HIV testing, infectology centers among other health services.

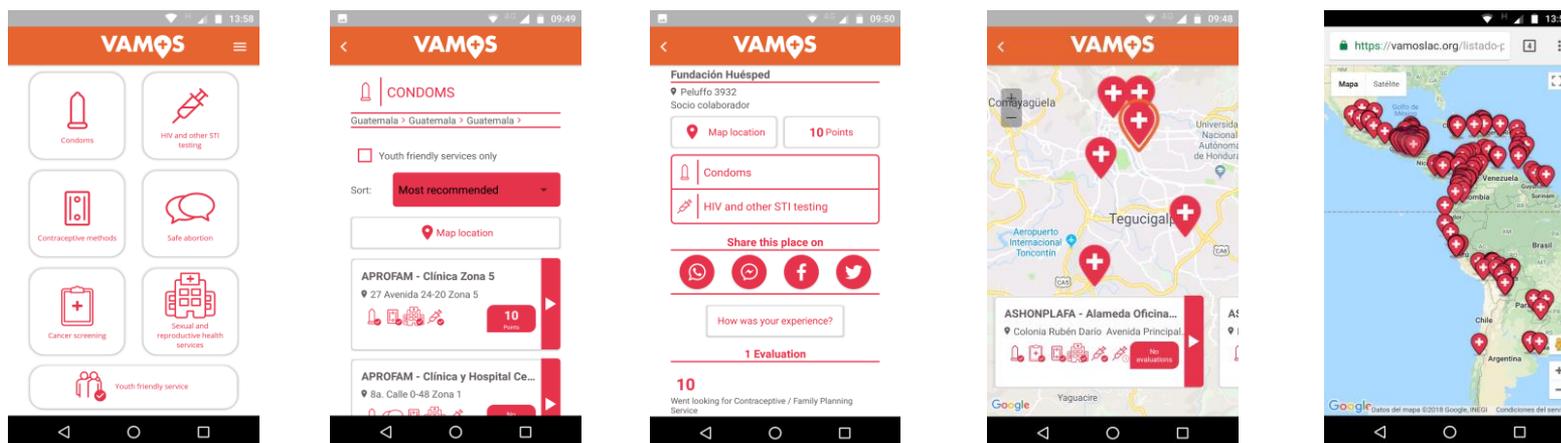
Users can add information and evaluate each service in order to identify lack or even denial of services. The information gathered is used to advocate in order to improve SRH services and delivery.

Description

In 2012 was created the first version called #Dónde (“Where” in Spanish) for Argentina: donde.huesped.org.ar



In 2017 was launched VAMOS (“Let’s go” in Spanish) in alliance with IPPF/WHR for 40 countries in Latin America and the Caribbean: vamoslac.org



Lessons learned

#Dónde was ideated with the public sector and has been growing and improving with the support of several social organizations from the sexual and reproductive health field. VAMOS was created from a partnership between NGOs and its progress is closely related with the participation of local organizations. **Collaboration** is a key aspect for a successful experience.

Open government and open data initiatives represents opportunities to use the information available for useful projects. The challenge is to obtain and work with that data with limited resources.

#Dónde had 15045 visits during 2017, while VAMOS had 2256 visits during the first three months of being operational; young people represent 61% of the users. User involvement is reflected in 177 reviews and comments received.

Next steps

- VAMOS just added an online counseling tool to provide comprehensive SRHR information.
- Update and curate databases is an ongoing and never ending process.
- Continuous dissemination of the platforms in order to increase reviews, identify barriers and advocate to improve SRH service delivery.
- Develop a pilot project to measure service attendance after location within the platform.

Contact us:

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