



26th August, 2021

Innovative eHealth Solutions Award

HOPE TELECARE MYANMAR



The reasons to choose HOPE TELECARE MYANMAR for Innovative e-Health Solutions Award

It is quite obvious to see that the needs of digital technology and usage of technical tools in healthcare system in Myanmar is directly proportional for the quality of life, mortality and morbidity rate given to ensure Myanmar citizens are able to meet the healthcare needs. Myanmar is still under developing country and the budget allocation in healthcare compared to its GDP is still irrelevant. The chosen company for this award has been quite contributing to the needs of our healthcare system, bridging the gap of digital technology in solving and enhancing the quality healthcare ecosystem for our citizens. There are many reasons to support this argument, in which here are key factors to highlight its worthy to title award.

1. Effective usage of digital technology to solving and providing healthcare needs to the rural people on demand through this platform.
2. Useful platform to close the gaps of healthcare system between urban and remote areas, to enhance quality of healthcare and to improve accessibility of patients to healthcare.
3. Understanding the underlying problems of different requirement of different places and capabilities to support the platform to support different requirements on time.
4. Enabling solutions that benefit patients, healthcare professionals and both private and public sectors in nationwide.
5. Not only the technology provider but also commitment to contributing to project management with sharerholder-funded resources to solve the challenges of our healthcare system

A Message from HOPE TELECARE MYANMAR

Dear Sir/Madam,

Thanks for having and offering the opportunity to apply for Innovative e-Health Solutions Award by WITSA organization. First and foremost, I would like to take this opportunity to express our heartiest thanks to award committee and MCIA (Myanmar Computer Industry Association). The covid-19 crisis - with the shrinkage of economic development due to the introduction of newly restrictive measures, the collapse of many sectors that are purely dependent on the mobility of white collar, and an unexpected demand for tele-healthcare services and remoted working cultures - has led to an immediate public attention and response of readiness on internet technology.

Governments and business leaders in South East Asia countries have introduced in noticeably immediate measures to provide financial support to the segments of the population most affected by the crisis especially those under the poverty lines. It is also expected to be another underlying source of accelerating infrastructural transformations that were earlier under way, driven by digitalization and internet technologies, the inventions of new technologies and artificial intelligence applications, the reform of global supply chains, the move towards more sustainable and environmental energy consumption solutions, and the shift towards green sources of carbon energy

We, HOPE TELECARE MYANMAR, has even impacted the so-called business challenges in changes of adoption the new e-health technologies during the crisis for a steady operation and emergence of new e-digital services that are highly demanded for the new market business opportunities together with post normal lifestyles. It is our firm contention that these challenges have strengthened us to be able to survive into the market by preparing the required infrastructure for unforeseeable business crisis and big opportunities to help citizens, who are ready to face the challenges. Moreover, our belief in contributing to the growth of healthcare sector has been more obvious in providing better access to digital for Myanmar citizens and accelerating the development of digital technology in Healthcare system.

In brief, it is our firm contention that our contribution in healthcare project across Myanmar are not only impacted to the social economic benefits but also the narrowing the gap of healthcare staff to focus more in treating the patients that will be highlighted in the following sections.

Sincerely,

HOPE TELECARE MYANMAR Co. Ltd.



Country Background (Myanmar)



Myanmar, also known as Burma, is a Southeast Asian nation of **54 million** population with more than 100 ethnic groups, bordering India and Bangladesh in the northwest, China in the north, and Laos and Thailand in the east. It is fondly referred to as ‘the Golden Land’ because of the abundant use of gold leaf on its pagoda, temples and shrines. It is a country with a rich diversity of cultures, religions and languages and a history spanning over three millennia, reflected in some of Southeast Asia’s most abundant and opulently adorned temples. Myanmar composed of 15 States and Regions, 74 Districts, 412 Townships/Sub Townships, 13618 village tracks and 64,134 villages. Its capital city is Naypyidaw and its country’s largest city is Yangon (formerly Rangoon), is home to bustling markets, numerous parks and lakes, and the towering, gilded Shwedagon Pagoda, which contains Buddhist relics and dates to the 6th century.

Our Golden Land Map and Flag

Healthcare System in Myanmar



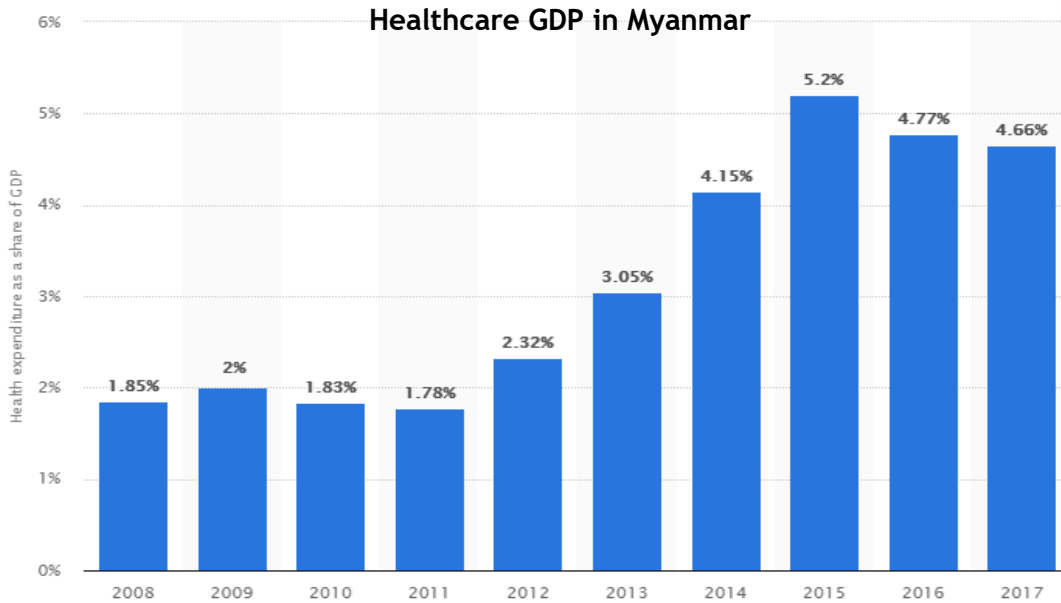
Overloaded Patient in Public Hospital

Regarding healthcare in Myanmar, Myanmar is currently speedily moving forward for **Universal Health Coverage (UHC)** with the ultimate aims for the provision of optimal quality of health care to everyone in the country that is accessible, efficient, equitably distributed, adequately funded, fairly financed, and appropriately used by an informed and empowered public. Under the Sustainable Development Goals (SDGs), all UN Member States have agreed to strive to achieve UHC by 2030. The **National Health Plan (NHP) 2017-2021** aims to

strengthen Myanmar's health system and pave the way to UHC to improve access to quality essential health services and interventions for the entire population. There are almost **1.2K government and private hospitals across the nation**. **Some are still running the operation but some are not** and the doctor and patient ratio in Myanmar is approximately **1:2000**. Both public and private hospitals are **understaffed** due to a national shortage of doctors and nurses. Public hospitals **lack many of the basic facilities and equipment**. Moreover, **medical charges are high** for most of Myanmar citizens **compared to their minimum wage**, 4,800 Myanmar Kyats per day. Thus, underprivileged patients in Myanmar have to rely on support from their communities, charities and non-profit organizations. In fact, government health providers are supposed to provide medication free of charge to underprivileged people but this is not always the case due to the limited budgets that public hospitals get. Practically, lack of well-trained health staff creates barriers for people to access proper healthcare, especially in rural regions. Medical staffs typically receive low wages which created a lack of motivation to deliver a high-quality service. Another main cause that brought health problems to the under privileged people is their poor education. As they have poor education and healthcare knowledge, they come to suffer from many diseases of which the major cause is their unhealthy lifestyles. In Myanmar, **70%** are from **rural area** and rural population are unable to get high quality healthcare services. As example for emergency, it may take days for a villager living in remote to reach hospitals or clinics located only in towns. . If they got instant access to healthcare information and data during a medical emergency, imagine the number of lives that could be saved.

Rural Population	70% of total population
Mortality Rate	44.7 per 1,000 live births
Life expectancy	66.8 years
Death Rate	8.3 per 1,000 people

So,



Myanmar is ranked the **190th** in the World Health Organization’s ranking of the world’s health due to the country’s low expenditure in the healthcare sector. According to 2017 Data, health expenditure in Myanmar amounted to approximately **4.66% of the country’s GDP**. WHO consistently ranks Myanmar among the worst nations in healthcare system.

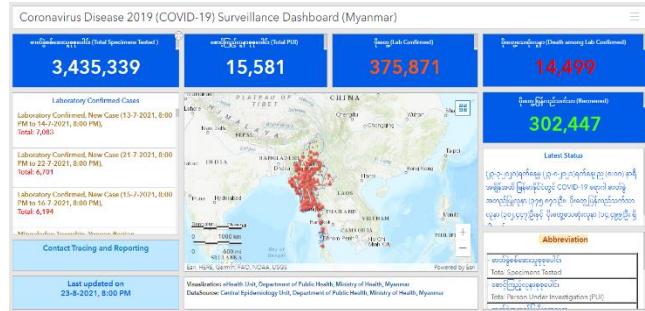
References

(n.d.). Retrieved from <https://www.statista.com/statistics/780526/health-expenditure-share-of-gdp-myanmar/#:~:text=In%202017%2C%20health%20expenditure%20in,percent%20of%20the%20country's%20GDP.>

In order to upgrade the healthcare system of Myanmar, we basically need four—men, money, methods and materials. To leverage the standard of public health, we also need to provide good education and health knowledge to our citizens.

Current Situation in Myanmar

Nowadays, Myanmar was hit by a major third Covid-19 wave and impact seriously on eco-social, environment, economic and other sectors. Covid-19 has been pandemic in Myanmar for more than 1 year now. People in all parts of Myanmar are suffering from the first wave, the second wave and now fighting against the third wave. Since the beginning of the third wave of Covid-19, we have witnessed and seen with our own eyes that many children, young people, and the elderly are dying over time. (The death rate is almost double that of MOHS).



MOHS Covid-19 Data Analysis

References

(n.d.). Retrieved from

<https://mohs.gov.mm/Main/content/publication/2019-ncov>

People who have died unnecessarily due to not getting sufficient oxygen. Young



Queuing to get oxygen

people who don't avoid either sun or rain have been exposed to covid-19 in search of oxygen. Even if you get oxygen, there is no doctor, no unestablished virtual platform for online consultation and care and very difficult to find a doctor to get instruction how to give oxygen at home and how to give proper treatment. Many tragic incidents have resulted in the death of

infected people at the hands of family members due to the lack of effective treatment.

In addition, night curfews have been imposed across Burma, leaving patients unable to go to hospital in time. There have been many deaths due to the difficulty in obtaining the necessary medicine for medical treatment. Tragedy strikes across the country, where a loved one is left with no choice but to stand up for what is right in front of him. Even if you get to the hospital on time, there

are not enough doctors in the hospital and doctors themselves have been suffering from illness. Because of that, patients have died on the way home from the hospital.

Such tragedies happened on a daily basis, and people's hopes for the future were fading. We cried and cried because we were helpless. The cries of family members over and over again echoed across the country. They waited for some invisible help from afar, wondering how long they would have to suffer these ailments.

Solutions

The development of Myanmar's ICT will certainly bring advantages, as increased information and communication will support in solving the current constraints encountered in the health sector. Information and communication technologies (ICTs) have proved vital in providing tools and knowledge that are needed for the improvement of health care. Using ICT to enhance the provision of health services (e-health) is seen as a vehicle for the transformation of health conditions in Myanmar more especially for people living in rural and remote areas. However, rural areas in Myanmar are disadvantaged in many ways ranging from poor communication networks, lack of employment, and poor access to government services to acquisition of basic needs.

HOPE TeleCare Myanmar

Our team was brainstorming every day to save the lives of Myanmar people in one way or another. Finally, we got solution which can help and solve the most needs of our current situation. Our solution is called as **HOPE**, stands for **helping our people every day**. Like our motto, we are trying that our virtual HOPE platform can solve this problem in part as patients who seek for virtual healthcare services can consult, get care and advice through our platform which can ease of their mind and improve this impact in one hand.





Our business was started in 2019 with call center service and then has made many surveys and searched ways for year to help Myanmar people to meet with their actual needs. HOPE TeleCare Myanmar was started on 5th May, 2021 with the aim of making it easier for the people of Myanmar to access doctors online and get free consultations when it is difficult to get to the clinic and there is an urgent need for health care.

Hope TeleCare Myanmar partners with Heydoc Malaysia (Doc2Us), a Malaysia-based technology partner, 2nd leading Telemedicine Company in Malaysia with strong international health practices in technology. HOPE TeleCare Myanmar is also partnering with Blue Ocean Investment Ltd, a strategic partner, a leading ICT company representing the landscape of disruptive digital revolution in Myanmar.

HOPE is committed to bring and offer affordable, accessible and equitable healthcare and wellness services as well to all socio-economic across the country or Southeast Asia through our digital platform. This will in turn stay healthier for longer, improve the health and wellbeing of the people in long run.

Our mission is to help people in Myanmar to get accessible, affordable and equitable healthcare services on demand through our digital platform.

Our vision is to build largest healthcare digital ecosystem in Myanmar and fulfill the healthcare needs of each and every one by providing quality healthcare services.

Our objectives is to help and provide high-quality and valuable all-in-one healthcare services on demand to millions of people in Myanmar especially remote and rural patients, through our application/ via technology-enabled platform and to ensure that every citizen is healthy and disease-free by increasing patients' access to high-quality healthcare at an affordable cost to meet with Myanmar Health Vision 2030 to align with UN SDG goal 3



Covid-19 Call Center

Reaching to 54 million of people across the country

2019 Hotline
Only the government official call center, informing the medical knowledge to suspected people and quarantine, health care education in panic situation

Internet shutdown in some states and poor connection thus can not rely on social media to reach across the country

People in Myanmar prefer calling and consulting with doctors and it can relieve their mind in panic situation

75% per cent of Myanmar lives in country side

5 million

1st Covid-19 wave handled total over 5 million calls as record.

1.4 million
oxygen sources and getting health information

3.1 million
providing information on difficult-to-find medicine and oxygen sources and getting health information

Our Milestone Records



Memory back to help Covid-19 Call Center

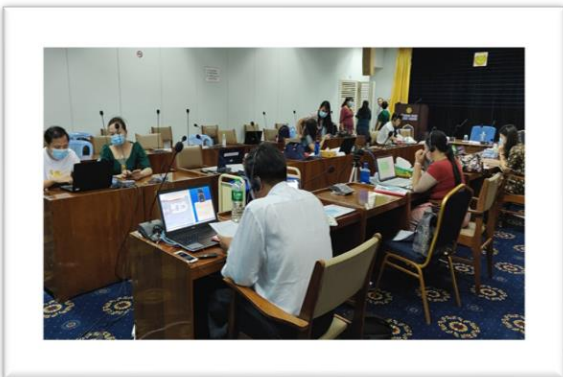
At the beginning 1st Covid-19 wave, our company has opened **free hotline call center number 2019** that allows you to easily call your health care provider and can get free consultation, can get information about Myanmar covid-19 data statics, can know which are Covid-19 symptoms and its precautions ways in free of charge.

We handled total over **5 million calls** as record. During 2nd wave, we provide and help the public and private Covid Center with our ICT. As well, we still open **each state free hotline call center numbers** for Yangon, Mandalay and



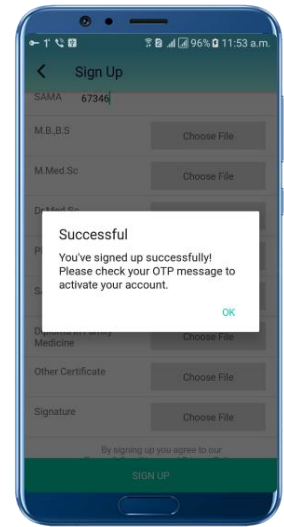
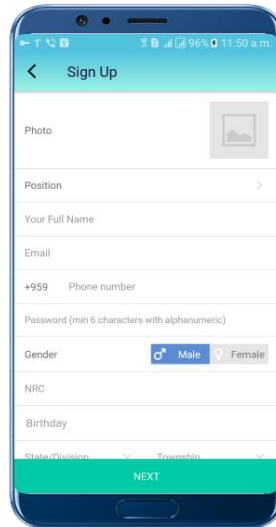
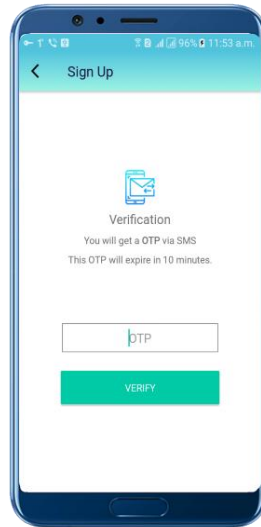
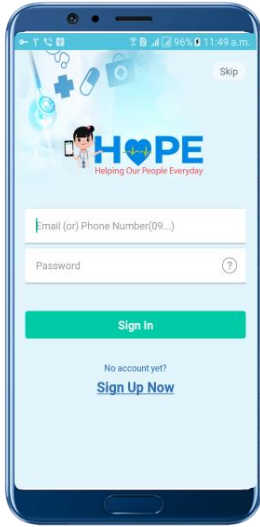
Memory back to help Covid-19 Call Center

Rakhine states people with each state's language that are helping the public in one way or another by providing information on difficult-to-find medicine and oxygen sources and getting health information about delta wave symptoms and prevention ways on a daily basis. Mandalay is the second-largest city in Myanmar after Yangon, located on the east bank of the Irrawaddy River, 716 km north of Yangon with 1.4 million population and Rakhine, is a state in Myanmar, situated on the western coast with 3.1 million population.

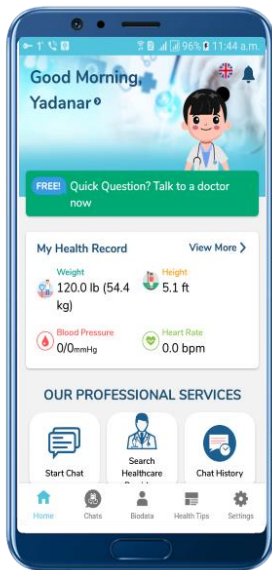


Memory back to help Covid-19 Call Center

How to use a user application



How to use a user application



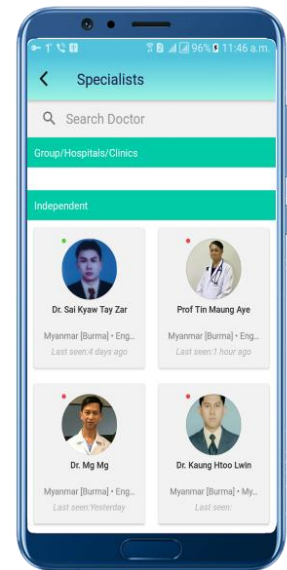
Home Page



Health Tips



Our Services



Specialists

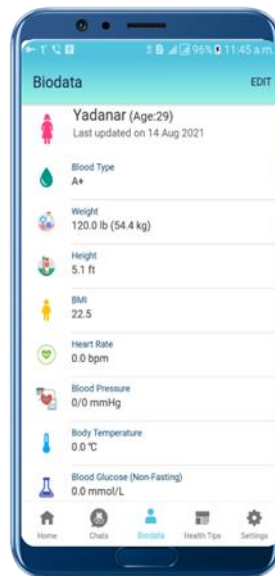
How to use a user application



Chat list



Chat with Doctor



User Biodata



User ID

How patient can consult with doctors through our Web App

အကောင်ထွက်မည်

မင်္ဂလာပါ, Chaw Madi Soe

ကျန်းမာရေးမှတ်တမ်း ထပ်မံကြည့်ရှုမည် →

အလေးချိန် 135 kg	အလျား 5 cm
သွေးပေါင်ချိန် 0.0 mmHg	နှလုံးခုန်နှုန်း 0 BPM

ပရော်ဖက်ရှင်နယ် ဝန်ဆောင်မှုများ

ဆရာဝန်ရှာမည်

ချက်တင်စတင်မည်

ချက်တင်မှတ်တမ်း

HOPE Backend View

HOPE HOPE

Welcome, superadmin@hope.com.mm

User List

User List

Email

Name

User Type

Search

	Rank	Name	Gender	Country/Corporate	Join Date	
	1	ချော့လွင် (chawsuhaing689@gmail.com)	Female	Myanmar [Burma]	2021/09/08 10:45	
	2	Wai Phyo Maung (waiphomyaung89@gmail.com)	Male	Myanmar [Burma]	2021/08/30 23:08	
	3	annaworldsmile@gmail.com (annaworldsmile@gmail.com)	Female	Myanmar [Burma]	2021/09/05 19:36	
	4	Arkar Soe (arkar4149@gmail.com)	Male	Myanmar [Burma]	2021/09/14 22:00	

https://app.hope.com.mm/User/Index

HOPE TELECARE MYANMAR WEBSITE

Covid-19 Update News

+959456880345 info@hope.com.mm

Home About us Our services Health Tips Contact Us English

"INTRODUCTION HOPE"
your personal e-doctor. For more information,
Contact Us Now!

About Us

Good Morning

FREE! Quick Question? Talk to a doctor now

My Health Record View More

Weight Height Blood Pressure Heart Rate

OUR PROFESSIONAL SERVICES

Start Chat Search Healthcare Providers Chat History

What's HOPE doing?

The **HOPE TeleCare Myanmar** App provides **free consultation** with doctors on health issues, as well as health articles for the general public in Myanmar. HOPE will provide free of services until reaching some quite numbers of downloaders and now we are leveraging to increase our traffic by using digital marketing. You can also send text message and audio files in consultation with doctors, can record patient Bio data and can choose language like English or Myanmar. In addition, video consultations can also be used to provide the most effective treatment for patients. HOPE TeleCare's weekly **5min for Your Health** program also picks up the most frequently asked health questions from people and give **Covid-19 Vaccination Education** across the country via a video stream on Facebook, the most popular social network in Myanmar. People can also make appointments with specialist doctors on the HOPE TeleCare Myanmar Application and provide free tele-consultation to fill the gaps in Myanmar's needs. HOPE TeleCare Myanmar tries to **collaborate with volunteer doctors** and specialists to fight against Covid-19 pandemic.



How We Can Help

HOPE TeleCare Myanmar are also trying to provide E-pharmacy, E-laboratory and digital health insurance services to build a **Healthcare Ecosystem** to meet patients' health needs through the HOPE TeleCare App. HOPE TeleCare Myanmar is a digital health service that strives to provide affordable health services to people from all over Myanmar, anywhere and anytime. To solve the traffic congestion in Myanmar and the shortage of health workers, it will most effectively address the health services and health education needs of the people of Myanmar.

HOPE TeleCare Myanmar aims to provide **high quality health services** to all Myanmar citizens and to become a digital health service that promotes the health and social development of Myanmar to meet with **Myanmar Health Vision 2030** and the whole of Southeast Asia in the long run.

References

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- App Download Link - <https://bit.ly/hope-app>
- Web App Link - <https://web.hope.com.mm/login>
- Website - <https://hope.com.mm>
- Facebook - <https://www.facebook.com/hopetelecaremyanmar>
- Media Coverage - <https://www.taiwannews.com.tw/en/news/4276944>
- https://asianjourneys.com.sg/media-outreach?release_id=91854
- <https://www.bnionline.net/en/news/myanmars-latest-all-one-digital-healthcare-platform-calls-doctors>
- <http://burmese.dvb.no/archives/484679?fbclid=IwAR2IJNHu4CWx4g0ZZaMB-vNRgxcLhqUQGyA4ChYimUVgewhrBUUwg6Ux4Pg>

Current Employees	11
Full-time Doctors and Part-time Specialists	14
Current patients handled per day	200 (mostly are from rural area)
These patients are truly satisfied with our tele-consultation services and made them healthy and happy through our platform at anytime and anywhere.	