Analysis of First-Wave COVID-19 Case and Conversational Data in Rwanda Captured by WelTel, an mHealth Virtual Care Tool
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System Interface

**Introduction & Methods**

We-Tx for Hope Clinic (2017)

COVID-19 Response Team (2020)

**Conversational Results**

Q: Are you OK (Yes/No)? Or tell us if you have new symptom

**Demographic Results**

WeTel re-purposed from communicating with HIV patients to managing COVID cases & contacts in March 2020

**Quotes of Interest**

(P): Tuleko tumeza neza → We are doing well

(C): Tumeza rwose ibicurane ejo nafashe imit udu ndumva ca va → I'm really sick. I had the flu yesterday. I took the medicine and now I'm feeling better.

(P): I don't any symptoms of this disease, whenever I feel it i will communicate to you. thanks.

(C): Thank you for your response, keep preventive measures, if any change let us know

(P): Tkank you too for this channel you have brought. I think it is more important to huge populations.

(P): Yes we are OK. Just running nose. We were tested on Friday but we did not hear back about the results. We are staying home until further notice.

**Conversational Data**

<table>
<thead>
<tr>
<th>Interaction Data</th>
<th>Total Responses from Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Okay</td>
<td>1425 (46%)</td>
</tr>
<tr>
<td>Not Okay</td>
<td>45 (1.5%)</td>
</tr>
<tr>
<td>Unrecognized</td>
<td>1618 (52.4%)</td>
</tr>
</tbody>
</table>

**Patient Response Rate**

23.5%

**Requesting removal**

0.2% (6)

**About Health**

*No Symptom* 41.5% (672)

Symptoms 2.6% (42)

Temperature Report 1.2% (20)

COVID Test 1.5% (24)

**Other**

Expressing Appreciation 28.1% (455)

System Concern 2.8% (45)

Finish Quarantine 1.2% (20)

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**Current/Future Directions**

Implemented nationally: >5 200 individuals registered (cases & contacts)

Actively undergoing software development to improve COVID-19 case and contact management and adapt it for current needs as requested by stakeholders

**Age Distribution**

COVID Cases 311 9.8%

Contacts 2856 90.2%

Total 3167

0-17 31%

36-65 20%

*Missing data stored in separate DHIS2 database