

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

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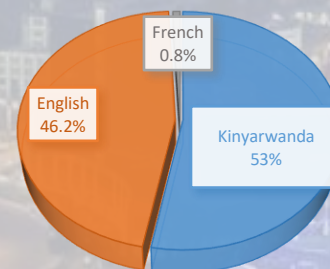
## Introduction & Methods



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

## Conversational Results

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



### Interaction Data

Total Responses from Patients	3088	
Okay	1425	(46%)
Not Okay	45	(1.5%)
Unrecognized	1618	(52.4%)
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

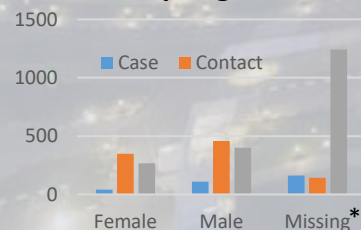
Expressing Appreciation	28.1% (455)
System Concern	2.8% (45)
Finish Quarantine	1.2% (20)

### Quotes of Interest

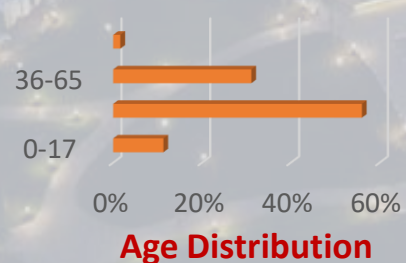
- (P): Turaho tumeze neza → We are doing well
- (P): Tumeze neza rwose ibicurane ejo nafashe imiti ubu ndumva ca va → I'm really sick. I had the flu yesterday. I took the medicine and now I'm feeling better.
- (P): I don't any symptoms of this disease, whenever I feel it i will communicate to you. thanks.
- (C): Thank you for your response, keep preventive measures, if any change let us know
- (P): **Tkank you** too for thir **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.

## Demographic Results

Demographic & conversational data is downloaded from WelTel database without interrupting service; data is collected by WelTel in real time



COVID Cases	311	9.8%
Contacts	2856	90.2%
<b>Total</b>	<b>3167</b>	



\*Missing data stored in separate DHIS2 database

## 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