

### Why Remote Mobile Consultation?

In Tanzania, mobile phones usage and network coverage has expanded at a very high rate. Strategies and actions to expand them further are ongoing.

The coronavirus pandemic is stretching the healthcare resources of almost every country in the world. Social distancing during the Covid-19 pandemic is a mandatory. Currently, WHO is advocating for remote delivery of healthcare using mobile phones to reduce risks of transmission of diseases such as Covid-19 within populations and to health workers (HCWs).

### Remote Consulting in Healthcare: REaCH Training Course

Remote consulting training (REaCH) is a course developed by St Francis University College of Health and Allied Sciences (SFUCHAS), Ifakara in collaboration with University of Warwick and Kings College London, from the United Kingdom. REaCH uses a cascade training model where Tier 1 trainees train Tier 2 trainees. It is self-directed eLearning course using Mobile phones to access and remotely learn the content. The course is designed for healthcare workers (e.g. doctors, clinical medical officers, nurses) and can be accessed through Moodle Platform that needs to be uploaded in the trainees' mobile phones. The training materials are presented through text, video and voice. Where network access is challenging the materials can be downloaded as PDF. The course has seven modules that cover various areas of digital health care and it can take a minimum of 30 hours to complete.



### Why REaCH Training to Healthcare workers is important?

The aim of Remote Consulting training is to enable HCWs to provide services remotely while adhering to medical ethics. Health workers who are knowledgeable and skilled in the use of digital technologies are capable of delivering remote consultations professionally.

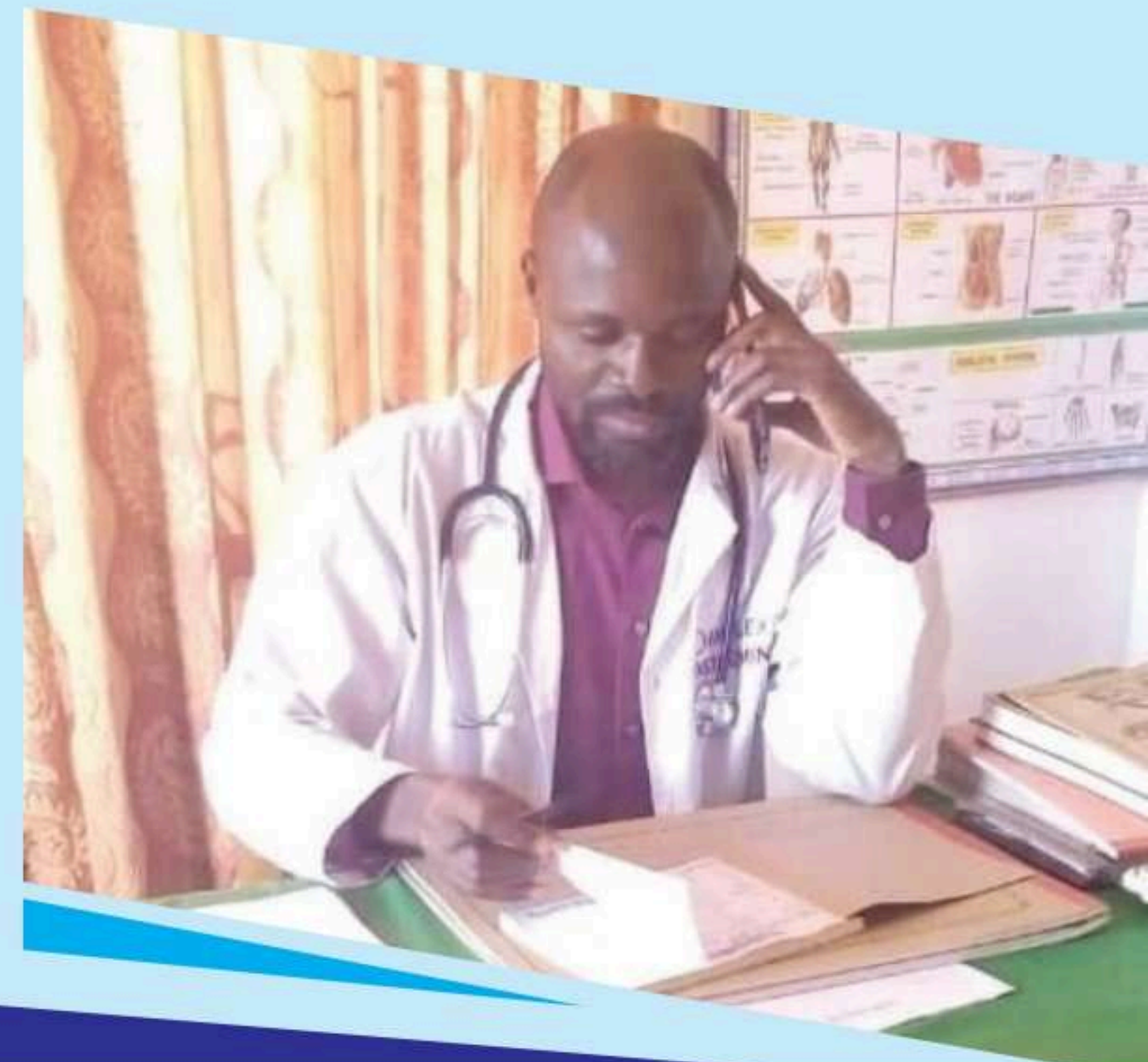
There are a number of benefits arising from training HCWs in remote consultations including;

- Patients do not have to travel to receive routine face to face healthcare e.g. diabetes, hypertension this will reduce their chance of coming into contact with infections such as Covid-19.
- Patients travel costs and time will also be reduced.
- Similarly for the HCWs, reducing the number of face to face consultations the greater the chance that they will not contract the infections.
- Remote consultations relieve workload from HCWs.



### Strategies to scale up REaCH training

- To-date a total of 98 HCWs from 14 health facilities in Morogoro region have been trained. Other healthcare facilities are still in the pipeline.
- The trained HCWS are already providing remote consultation services in their facilities and process evaluation is being conducted to determine its safety and trustworthiness among HCWs and patients.







- We are using the process evaluation results to review the REaCH training in the facilities.
- Accreditation of the course: REaCH course has already been registered by Medical Council of Tanganyika. We are in the process of reviewing the modules for uploading in the Ministry of Health E-learning platform.
- The course has been shared with University of Ibadan, Nigeria, they are using it to train their health workers.

### Conclusion

To strengthening REaCH training, we advocate the course to be integrated into the national health training system.



### WELCOME! KARIBU!

Saint Francis University College of Health and Allied Sciences is a Constituent College of Saint Augustine University of Tanzania. It is located in Ifakara town lying about 420 kilometers Southwest of Dar es Salaam City and 230 kilometers from Morogoro Municipality.

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# ST. FRANCIS

## UNIVERSITY COLLEGE OF HEALTH AND ALLIED SCIENCES (SFUCHAS)

*(A Constituent College of St. Augustine University of Tanzania)*



### Training Healthcare Workers on Implementing Remote Consultations: REaCH Course

#### What is a Remote Mobile Consultation?

Remote mobile consultation is when patients consult with healthcare workers about a health issue using a mobile phone/tablet or computer.