



## **Altibbi: 21% of inquiries about COVID-19 suspected cases, and 38% are general inquiries**

*1100 doctors to answer & 20,000 daily calls through hotline 105 and 15311 ... in partnership with Supreme Council of University Hospitals, Nile Scan, Paire Health*

### **Cairo, Egypt**

**17 August 2020,**

Altibbi, the first platform for digital health consultations in the region, has announced that it has received up to 20,000 calls daily, through the free COVID-19 hotline launched in May. The hotline, which received inquiries about the coronavirus, was established through a public-private partnership with the Ministry of Higher Education's Supreme Council of Universities (SCU), Nile Scan & Labs, and Paire Health. The initiative is part of Altibbi's continuous efforts to counter the spread of the COVID-19 pandemic and its repercussions, and is set to lead as an example of public and private sector partnerships in response to nationwide challenges affecting the population.

Through the past three months, Egyptians were able to speak to 1100 certified doctors through the hotline numbers 15311 or 105 with 99% response rate, allowing direct contact between the caller and a certified doctor to respond to inquiries about coronavirus for free. Doctors can refer suspected cases of COVID-19 to do more tests and medication, or refer them to a specialized doctor at specific medical centers in case the caller needs further follow-up.

In these phone calls, 38% of the case inquiries were general questions about symptoms of the COVID-19 disease and methods of prevention, or logistical questions such as travel restrictions, diagnostic procedures, and available Ministry of Health centers. Also, only 21% of the inquiries were suspected cases of COVID-19 which symptoms of the patient or their history indicated the possibility of infection with the virus, while 41% of callers were not classified as a suspected case.

The initiative comes in partnership with Nile Scan and Paire Health, both of which are funding the project and provide 60% discounts to whoever calls for consultation via 105 in case they need more tests concerning COVID-19.

"We appreciate efforts exerted by the SCU and the support of Nile Scan and Paire Health in raising health-related awareness among Egyptians, and we hope to see more involvement from the private sector in humanitarian efforts," said Galil Al Libdy, Founder and CEO of Altibbi. "We have highly experienced medical professionals willing to give needed consultation to people all over Egypt by providing high-quality medical services."



He also pointed to the importance and convenience of Altibbi's website and application, allowing users to remotely reach certified doctors for medical consultations, since remote services are considered an integral tool globally, providing healthcare to users within minutes from the comfort of their homes without the need to physically interact with others, alleviating the burden off medical centers.

The initiative comes as part of a vision to enable Egyptians to communicate with certified doctors and learn more about coronavirus, providing preliminary general consultations concerning prevention and limiting the spread of the virus through early intervention and protective coverage.

### **About Altibbi**

#### **Altibbi – Better health for all...**

The first website in the region that offers distant medical consultation services, allowing patients to connect directly with doctors via audio call and chats.

Altibbi also works on more than a million pages providing Arabic medical content via the Internet and providing reliable medical information to those who need it, in addition to providing medical advice service online in all countries in the Arab region; With approximately 400 million people in the Arab world lacking basic health services, including access to medical information and advice, more than 70% of physician visits are unnecessary and add to the health system. Medical is the largest Arabic medical platform that is dedicated to providing reliable medical content, from 10 thousand certified physicians for the Arabic reader. Altibbi website won the World Summit Award for the Best Digital Health Content and the Schwab Award for Best Social Organization.

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