UNILAG TELEHEALTH SYSTEM GAP ANALYSIS

1. PURPOSE OF THE GAP ANALYSIS

To identify the differences between the existing healthcare delivery process at UNILAG and the desired telehealth-enabled future state, and to outline the capabilities, resources, and changes required to close these gaps.

2. GAP ANALYSIS TABLE

Area	AS-IS	TO-BE	Identified Gap	Impact of Gap	Required Actions / Recommendations
Accessibility & Awareness	Low visibility of telehealth services; students unsure how to access care.	Centralised telehealth platform + awareness campaigns.	Lack of structured communication channels.	Low utilisation of telehealth services.	Launch awareness campaigns; embed telehealth link on student portal & mobile app.
Booking & Scheduling	No digital scheduling; long queues; manual rescheduling.	Digital booking system with real-time availability.	Absence of appointment management technology.	Increased wait time & inefficiency.	Implement appointment booking module; integrate with doctor roster.
Triage Process	No systematic triage; first-come-first-serve, overcrowding.	AI-assisted symptom checker + automated prioritisation.	No digital or standardized triage model.	Delayed care, misprioritization of critical cases.	Deploy AI triage tool; define triage protocols.
Consultation Process	Mostly physical consultations; limited teleconsultation availability.	Video, audio, and live chat consultations.	Lack of remote consultation tools.	Restricted access, especially for students in hostels or remote locations.	Implement secure teleconsultation modules.

Area	AS-IS	TO-BE	Identified Gap	Impact of Gap	Required Actions / Recommendations
Health Records Management	Manual paper files; fragmented; no synchronisation.	Electronic Medical Records (EMR-lite) automatically updated.	No EMR system; lack of digital infrastructure.	Data loss risk; slow retrieval; poor continuity of care.	Deploy EMR-lite; train staff on digital record management.
Follow-Up & Reminders	No automated follow-up; reminders are inconsistent.	Automated follow-up, drug reminders, digital referrals.	No patient engagement system.	Poor treatment adherence & patient dissatisfaction.	Implement notification system (SMS/email/app).
Reporting and Analytics	No digital reporting; manually compiled statistics.	Dashboard for metrics, usage, cases, outcomes.	No data analytics or reporting capability.	Poor decision-making & inability to track service performance.	Implement analytics dashboard; train admins.
Referral Process	Manual, handwritten referral notes.	Auto-generated digital referrals to CMUL specialists.	Lack of digital referral workflow.	Delays & loss of documentation.	Automate referral system and connect with CMUL.
Support & Helpdesk	Walk-in or phone complaints; no structured support.	In-app support, FAQs, live chat.	No digital helpdesk or knowledge base.	Low user satisfaction; unresolved support issues.	Implement support ticketing + live chat.
Identity & Authentication	Manual identity verification; no SSO.	Single Sign-On integrated with student portal.	No authentication mechanism for telehealth.	Security vulnerabilities; risk of impersonation.	Implement SSO authentication.
Operational Management	Unstructured admin processes; weak coordination.	Admin portal for roles, availability, content management.	No admin tools for configuration or content updates.	Reduced efficiency & inconsistencies.	Build admin management console.

Area	AS-IS	TO-BE	Identified Gap	Impact of Gap	Required Actions / Recommendations
Infrastructure	Limited ICT capacity; manual processes dominate.	Fully digital telehealth system with integrated tools.	Outdated infrastructure & bandwidth limitations.	Downtime risks; poor performance.	Upgrade servers, ensure stable internet, secure hosting.
Policy & Compliance	Limited digital health policies.	System aligns with NDPR, HIPAA-aligned practices.	Absence of formal digital health governance.	Legal & compliance risks.	Develop telehealth policies, data protection standards.
Student Experience	Stressful clinic visits, long waits, poor communication.	Intuitive digital system with remote support.	Lack of user-centric design.	Low satisfaction & poor health-seeking behaviour.	Conduct UX research, design intuitive UI.

3. HIGH-LEVEL GAP THEMES

1. Technology Gaps

- No booking system
- No EMR
- No teleconsultation platform
- No reporting dashboard
- No SSO authentication
- No digital triage

2. Process Gaps

- No standardized triage
- Manual paper records
- Long queues and slow service

- Manual referral system
- No structured follow-up process

3. People & Training Gaps

- Staff unfamiliar with digital tools
- No training framework in place
- Student awareness is low

4. Policy & Governance Gaps

- No telehealth policy
- No data protection protocols
- No operational SOPs

5. Infrastructure Gaps

- Limited ICT infrastructure
- Unreliable internet connectivity

4. IMPACT ANALYSIS

Impact Area	**AS-IS Risk**	**TO-BE Opportunity**
Operational Efficiency	High delays, long queues	Faster service, reduced wait times
Data Quality	Errors & lost records	Accurate, digital, easily retrievable data
Service Continuity	No remote service option	24/7 access, remote consultations
Patient Satisfaction	Low	High—due to convenience & reduced stress
Public Health Insights	Hard to track trends	Real-time dashboards & reporting

5. SUMMARY OF RECOMMENDED ACTION PLAN

Priority	Action	Outcome
High	Implement EMR-lite	Reduce manual errors, improve continuity of care
High	Deploy teleconsultation modules	Increase access to healthcare
High	Launch booking & triage system	Reduce wait times & clinic overcrowding
Medium	Introduce analytics dashboard	Enable evidence-based decision-making
Medium	Implement SSO	Secure user identity
Low	Implement chat support & knowledge base	Enhance user experience

6. CONCLUSION

This gap analysis exposes **major operational, technological, and structural gaps** between the current health system at UNILAG and the desired telehealth-enabled future state.

Addressing these gaps will:

- Transform healthcare delivery on campus
- Improve student health outcomes
- Enhance operational efficiency
- Strengthen data-driven decision-making
- Reduce clinic congestion and delays
- Make UNILAG a leader in digital health innovation