

# Report on Hewale from 5th – 9th Nov, 2018

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## Weeks Accomplishment

1. Review and strategic weekly meeting
2. Prospecting of Labs and Pharmacies
3. Calling of Hewale users and those who had pending consultation
4. Social media/post campaign
5. Articles on Hewale
6. Ongoing Free medical consultation
7. Follow up on Pharmacies / Labs
8. Distribution of Hewale stickers
9. Graphic design
10. Meeting with H&H diagnosis centre
11. Two labs signed up. One has 3 branches
12. One pharmacy sign up

## Technical Updates

1. Consultation reporting system fixed
2. Patience registration (Password reset) fixed
3. Pharmacy to patience prescription fixed
4. From Doctors to Pharmacy prescription sorted out

## Download/Uninstall in the week

Total number of download on Play store = 8

Total number of download on App Store = Not available as at the time of the report

Total number of uninstall on Play store = 6

Total number of uninstall on App store = Not available as at the time of the report

Total number of registered user = 2

Total number of consultation = Not available

#### Issue raised from clients:

1. Pharmacy not receiving sms alert
2. Lab can't take snap shot of the patient result from their phone(web base)
3. Lab/Pharmacy wallet cash out
4. Lab/Pharmacy transaction history not working
5. App slow during Launching and loading pharmacy prescription

#### To Do List

1. Distribution of Hewale Sticker
2. Get 20 downloads
3. Submission of letters to more Pharmacies and Labs
4. Prospect 5 labs and Signup at least 1
5. Prospect 10 pharmacies and Signup at least 2

#### Recommendation:

1. Assigning monthly call credit to doctors to help them with communication with a patient in absence of internet
2. Constant follow up on patients during consultation to make sure they are satisfied by our customer desk
3. Awareness promotion of Hewale
4. Speedy attention to Hewale technical issues
5. Create simple app for Pharmacy just to enable them execute basic functions on Hewale
6. Implement the new Pharmacy module
7. Implement Lab/Pharmacy quick consult web/mobile interface suggested by Director during meeting