



NAIROBI COUNTY NON COMMUNICABLE DISEASES ELECTRONIC MANAGEMENT SYSTEM FREQUENTLY ASKED QUESTIONS

1. What is Nairobi County NCD EMS?

Malteser International (MI), through the German Ministry for Economic Cooperation and Development, in collaboration with the Nairobi City County Health Services Department and the African Institute for Health and Development (AIHD) has implemented a project aimed at strengthening the health care system through improved capacity in management of selected NCDs within Nairobi's informal settlements.

IntelliSOFT Consulting Limited has developed the Nairobi Non-Communicable Diseases Quality Management System, an Electronic Medical Digital Health System which is built on the OpenMRS platform. The use of innovative technology is building the capacity of healthcare workers to adhere to clinical guidelines in the management of hypertension and Diabetes Mellitus (DM), thereby strengthening the health care system through improved capacity in the management of the selected NCDs within Nairobi's informal settlements specifically targeting 45 health facilities in four sub-counties of Nairobi County.

On full roll-out, the system is expected to handle 10,000-20,000 patients and is scalable to accommodate growing numbers.

2. Who uses it?

The system users are primarily clinicians.

Other users are data clerks and sub-county & county level administrators. Each user has their own credentials to facilitate access based on their level/role.

At the moment the system is in use in Nairobi county at 4 sub-counties (Westlands, Ruaraka, Embakasi East & Embakasi West)

3. How does it function?

Users can access the system through the Android mobile app or the web app. Data can be collected offline using the mobile application for synchronisation in the server later. The server holds the data collected and allow users to view the data, edit the data and generate reports.

4. How secure is patient data?

All data is encrypted and the system is password protected.



Location-based login allows clinicians to only see patients registered to their facility.
Role-based access allows different users to access different modules relevant to them.

5. Does the system allow access to records for patients transfers?

Patient records can be printed out for patients being transferred out to ensure their records are updated accordingly at the health facility they have been referred to.

6. What features does the system have?

- Data collection tools(forms): Hypertension and diabetes initial encounter and follow-up forms.
- Clinical Decision Support features to support diagnosis and treatment of patients with diabetes and hypertension as per Nationally approved clinical guidelines.
- Integration/interoperability with the DHIS2 powered MOH Kenya Health Information System
- Intelligent system recalls such as next appointment date.
- Patient tracking through primarily via SMS reminders.

7. Who should be contacted if challenges are encountered with the system?

The Nairobi County Health Management NCD department Team welcomes any suggestions and comments and provides any assistance required through the Helpdesk and on email (ncdqms@gmail.com)

8. What features can and can't be accessed offline?

The Android mobile application has offline capabilities to allow users to record patient data. Forms such as the initial encounter, the follow up form, the foot clinic form etc can be filled offline. However, the login and the registration modules require an active internet connection to allow ensure authentication from the server and real-time assignment of patient numbers.

The web application requires an active internet connection.

9. Can the system be integrated with existing systems?

Yes, the system has interoperability standards. If your facility is interested in integrating with existing systems, please contact the Nairobi County Health Management NCD department Team through the Helpdesk and on email (ncdqms@gmail.com)



10. Who is the custodian of the system?

The Nairobi County Health Management NCD department Team is the custodian of the system. For any assistance, please contact us through the Helpdesk and on email (ncdqms@gmail.com)