

**Federal Government of Somalia**  
**Ministry of Health eHealth Service Portal**

## **1. Background**

The Ministry of Health (MoH), Federal Government of Somalia, provides essential health-related services to citizens, including the issuance of official Ministry health documents. Currently, these services are largely manual and paper-based, resulting in delays, risk of document loss, and difficulty in tracking and archiving.

To modernize service delivery and strengthen institutional efficiency, the **Medical Technology & Telemedicine Section** proposes the development of a **centralized eHealth Service Portal**. The portal will digitize priority Ministry health services, standardize workflows, and introduce a secure **Digital Archive** as the official repository for all Ministry-issued documents.

## **2. Objective**

The objective of the eHealth Service Portal is to establish a **secure, transparent, and citizen-centered digital platform** that enables individuals to apply for Ministry health services online, while enabling the Ministry to efficiently review, approve, issue, and archive official documents through a controlled digital workflow.

## **3. Ownership and Implementation Approach**

The eHealth Service Portal will be fully **designed, developed, implemented, and managed** internally by the **Medical Technology & Telemedicine Section, under the Department of Health Digitalization & Innovations**, Ministry of Health, Federal Government of Somalia.

The system will be developed using the **existing technical capacity, human resources, and institutional infrastructure** of the Ministry, without reliance on donor-based implementation.

## **4. Scope – Phase 1 Implementation**

### **Phase 1: Initial Service Rollout**

During Phase 1, the portal will launch with priority Ministry health services implemented as dedicated subsections:

#### **4.1 Medical Letter Service**

This service allows applicants to request an official Medical Letter from the Ministry of Health for cases where diagnosis or treatment is not available within Somalia.

#### **4.2 Birth-Related Health Service**

This service enables applicants to request Ministry-issued birth-related health documentation based on verified records from recognized health facilities.

#### 4.3 Health Letter Service

This service provides access to Ministry-issued health letters based on submitted medical documentation.

#### 4.4 Digital Archive Section

The portal will include a **Digital Archive** serving as the official digital repository for all Ministry-issued documents. Authorized staff can securely upload, store, search, retrieve, and verify documents, ensuring long-term preservation, auditability, and institutional memory.

### 5. System Architecture Diagram (Final)

