

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)

