



Jordan Healthcare Initiative

Cisco and the Jordanian government have teamed up to deliver specialized healthcare services to rural citizens



The issue

In Jordan, like in other countries, people who live far from urban areas often lack convenient, affordable access to healthcare specialists.



Quick Facts

Timeline

First implementation of Cisco HealthPresence in the Middle East North Africa region in June 2011

Region

Jordan

People Impacted

2000+ adults and children

Related initiatives

Connecting Sichuan
Connected Healthy Children

Technology Used

Cisco HealthPresence, TelePresence, Unified Communications Manager, and WebEx; video, data centers, routers, servers, switches, video phones, wireless networks

Human Network

Patients, physicians, licensed health-care professionals, government officials, Cisco employees, hospitals, healthcare service technology partners

Contact

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Jordanians living in remote, rural areas who need specialized healthcare must travel for many hours to receive consultations at urban medical facilities. Making these trips can be logistically and financially difficult for patient, and follow-up care can be compromised.

With Cisco HealthPresence® telehealth technology, patients can now go to a local clinic to have live, face-to-face video consultations with cardiology, urology, and dermatology specialists at Prince Hamzah Hospital in the capital of Amman, all within a private, clinical setting. The clinics are staffed by a licensed healthcare professional who assists the specialist with the patient examination. The video consultations enable a quick and efficient exchange of medical information between the patient and physician, resulting in improved communication and follow-up care, at a lower cost, for greater numbers of people.

The Jordan Healthcare Initiative includes the following components:

- Telehealth clinics in two communities that link patients with urban specialists.
- A mobile cancer screening unit that uses Cisco TelePresence and other technologies to send images to King Hussein Cancer Center for timely consultation.
- Clinicians at a hospital in Tafilah who use Cisco TelePresence to collaborate with peers 100 miles (183 km) away in Amman, and share patient radiology images and reports.

you + networks = impact^x



Impact of Jordan Healthcare Initiative

Rural residents get specialty healthcare in their own communities

Remote Cardiac Care Transforms Young Mother's Life



The journey to the capital city of Amman is a daunting one for rural Jordanians like Haifa Abd-El Karim Omoush, a married woman with five children. She suffers from a treatable cardiac condition, but requires specialty medical care. Her local physician referred her to a specialist in Amman to confirm his diagnosis and define a treatment plan. But she could not afford to travel the 80 kilometers to Amman and had no one to care for her children, so she missed or postponed appointments and her condition deteriorated. When she visited the care-at-a-distance clinic at Al-Mafraq Government Hospital in her community, she was able to visit with the cardiologist in Amman as if they were face-to-face. "I got to hear more about my cardiac case from a cardiology specialist and I spent good time with him," she said. "That is why I understand my case much better now. Added to this, my medication has been changed and I feel different after my visits to the remote clinic. It really changed the way I live."

Family Saves Time and Money With Remote Consultation



Fadi is a seven-year-old boy who lives in southern Jordan. He suffers from eczema and allergies, and physicians at the clinic near his home told his mother he should be seen by a specialist at a hospital. "The closest one to us is Queen Rania but there is no dermatologist specialist there," she explained. "Then they told me about the Cisco care-at-a-distance clinic here that could provide televised consultation with a dermatologist at Prince Hamzah Hospital in Amman." The Queen Rania telehealth clinic went live in September 2012, and by December 2013, nearly 1100 remote consultations - 36 percent of them for children like Fadi - had been conducted. "It has been a positive effect so far," says his mother. "It saved us on cost and on distance and many other things. It is a great program and is awesome advanced technology." "I saw the doctor on the screen instead of seeing him in the clinic," says Fadi. "I enjoyed it a lot. He gave me medication and we talked a lot. There were no difficulties and everything was very easy."

Metrics



6 hospitals and 2 mobile units using Cisco collaboration solutions



1694 images transferred through mobile cancer screening unit



688 remote consultations using Cisco HealthPresence, 9% of which were for children, at Al-Mafraq Government Hospital from June 2011 to December 2013



1075 remote consultations using Cisco HealthPresence, 36% of which were for children, at Queen Rania Hospital, from September 2012 to December 2013

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