

The Help24 TeleHealth – Telemedicine Module Project was launched in response to Ukraine's National Telemedicine Development Strategy (2023) to modernize healthcare and expand digital access to HIV prevention, mental health support, and STI treatment. The Telemedicine module project, which ran from September 2023 to December 2024, was led by Alliance Consultancy LLC in partnership with the Alliance for Public Health and the Public Health Center of Ukraine. The telemedicine module was successfully integrated into Help24 TeleHealth Platform led by APH and serves as one of the platform's key services. It integrates online services with physical telemedicine offices to ensure accessible, confidential, and stigma-free healthcare for vulnerable populations, especially those affected by war and displacement.

Primary Goal



To provide effective and accessible HIV prevention, care, mental health support, and STI treatment through telemedicine and digital solutions.

Objectives



1. Provide

effective HIV and STI prevention, treatment and support, and mental health care through telemedicine.



2. Develop

and launch a telemedicine platform



3. Establish

three telemedicine offices (Kyiv, Dnipro, Khmelnytskyi).



4. Serve

5,000 clients from key populations.



5. Promote

awareness and trust in digital healthcare solutions.

The Help24 TeleHealth project has demonstrated a scalable and replicable model for integrating telemedicine into Ukraine's healthcare system.

Key Highlights and Milestones Achieved:



Digital Platform & App:

Fully functional telemedicine module with video consultations, mental health screening, and medication delivery workflows.



Infrastructure & Staffing:

Three telemedicine cabinets established, equipped with modern IT systems and staffed by 30+ doctors.



Mental Health Integration:

Provided psychological support through virtual consultations and referrals to specific qualified care.



Training & Capacity Building:

35 healthcare providers certified in telemedicine workflows, 10 workshops conducted on various related topics.



Telemedical PrEP Access:

a fully remote PrEP prescription and follow-up model was piloted within the platform. Three clients accessed PrEP via telemedicine during the project, including one who completed the full process without any physical visits to a clinic.

Help24 TeleHealth has successfully addressed healthcare disparities, particularly among key populations, by providing secure, stigma-free, and scalable telemedicine solutions. It has not only improved HIV care and mental health services but also laid the foundation for sustainable telehealth adoption in Ukraine.

The project's impact highlights its potential for national expansion, positioning it as a model for modernizing healthcare delivery amidst ongoing challenges and beyond.

Challenges & Solutions

War-related displacement & mobility barriers → Remote delivery of medications via **local postal delivery partnership**

Technical gaps → **Syrex coding & secure data integration**

Stigma & confidentiality concerns → Assisted registration & encrypted data protocols

Key Service Metrics 2024



Telemedicine Consultations
677 sessions



Verified Users (Platform Registration)
1,405 users successfully verified



Laboratory Tests (Unique Patients)
949 patients (11,600 individual tests in 1061 lab packages provided)



Medication Deliveries (Unique Clients)
2,647 clients (3,116 packages)



Mental Health Screenings (PHQ-2 & PHQ-9)
1,387 screening services in total



Social Media & Awareness Reach
630-900 K