

ALLIANCE CONSULTANCY ANNUAL REPORT

2025

**ADVANCING
DIGITAL HEALTH
AND STRENGTHENING
PUBLIC HEALTH SYSTEMS**

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EXECUTIVE SUMMARY

In 2025, Alliance Consultancy continued to support innovative and resilient public health responses through digital health solutions and international technical assistance. Despite a relatively limited number of projects during the year, the organization maintained a strong focus on strengthening healthcare systems, expanding telemedicine services, and supporting evidence-based HIV prevention strategies across Eastern Europe and Central Asia.

A key area of work during the year was the continued development of the **Help24 TeleHealth and Online Clinic platform**, which provides remote medical consultations and professional clinical support to people living with HIV and other key populations. Through this initiative, a multidisciplinary network of **19 healthcare professionals delivered 15,378 online consultations**, ensuring uninterrupted access to medical services for patients in Ukraine and abroad.

19
healthcare professionals

15,378
delivered online consultations

1,552
Ukrainian patients

42
Clinical Hub meetings

Through the **Help24 Online Clinic**, **9** healthcare professionals operating from **three** telemedicine hubs provided telemedical consultations to **1,552 Ukrainian patients**, strengthening access to specialized healthcare services despite ongoing wartime disruptions. The platform also facilitated professional collaboration through regular **Clinical Hub** meetings, **42 meetings** in 2025, supporting knowledge exchange among HIV specialists and strengthening the resilience of the Ukrainian healthcare system.

In parallel, Alliance Consultancy provided targeted **technical assistance to national partners in the Kyrgyz Republic**, supporting the redesign of HIV prevention programs and strengthening the sustainability of prevention services. The initiative focused on introducing more effective **risk-based prevention approaches**, improving service delivery models, and supporting the development of updated program frameworks for the next implementation cycle.

Together, these initiatives reflect Alliance Consultancy's commitment to strengthening public health systems through innovation, collaboration, and technical expertise. By combining digital health solutions with strategic technical assistance, the organization continues to contribute to improving access to healthcare services and supporting sustainable public health responses across the region.

Looking ahead, Alliance Consultancy will continue expanding telemedicine solutions, supporting national health systems, and fostering partnerships that promote innovative and inclusive healthcare delivery models.

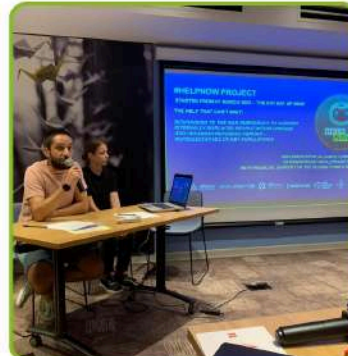
ABOUT ALLIANCE CONSULTANCY



Alliance Consultancy is a public health consulting organization established in 2008 by Alliance for Public Health to provide technical assistance, research, and programmatic support to governments, civil society organizations, and international partners. The organization works to strengthen health systems, improve access to services for vulnerable populations, and support evidence-based public health interventions across Eastern Europe, Central Asia, and globally.

Over the years, Alliance Consultancy has developed strong expertise in HIV prevention and treatment, harm reduction, digital health, and health systems strengthening. By combining technical knowledge with practical implementation experience, the organization supports innovative approaches that improve healthcare delivery and expand access to essential services for vulnerable populations.

Alliance Consultancy collaborates with national governments, international organizations, donors, and community partners to design and implement programs that respond to evolving public health challenges. Through technical assistance, research, capacity building, and digital health solutions, the organization contributes to strengthening healthcare systems and improving health outcomes for vulnerable communities.



Our Approach

Alliance Consultancy's work is guided by innovation, partnership, and evidence-based decision-making. The organization combines technical expertise with practical implementation experience to develop solutions that respond to complex public health challenges. By integrating digital technologies, community engagement, and strategic partnerships, Alliance Consultancy supports scalable and sustainable healthcare solutions that improve access to services for vulnerable populations.

Areas of Expertise

Alliance Consultancy provides technical expertise and programmatic support across several key areas of public health:

- Digital health and telemedicine
- HIV prevention, treatment, and care
- Harm reduction and community health programs
- Research, monitoring, and evaluation
- Health systems strengthening
- Technical assistance and capacity building



Strategic Objectives

Alliance Consultancy's work is guided by a set of strategic objectives aimed at strengthening health systems and improving access to healthcare services. These include advancing digital health solutions and innovative service delivery models, strengthening HIV prevention and treatment programs, supporting evidence-based policy development, building the capacity of healthcare providers and community organizations, and promoting sustainable and inclusive healthcare systems.

Our Services

Alliance Consultancy provides a range of technical and programmatic services designed to strengthen healthcare systems and support effective public health interventions. These services include technical assistance for program design and implementation, digital health and telemedicine solutions, research and analytical support, monitoring and evaluation, policy development, and capacity building for healthcare professionals and community organizations.

Technical Assistance & Consulting

We are supporting governments, donors, and NGOs with tailored programmatic and policy solutions.

Project Management & Implementation

Delivering large-scale public health projects, including crisis response initiatives, healthcare system strengthening, and telemedicine integration.

Research & Evidence-Based Decision Making

Conducting health impact assessments, policy reviews, and programmatic evaluations to drive data-informed strategies.





CONTEXT OF WORK IN 2025

The implementation of Alliance Consultancy's activities in 2025 took place in a complex and evolving public health environment. The ongoing war in Ukraine continued to place significant pressure on the country's healthcare system, disrupting medical infrastructure, displacing patients and healthcare professionals, and creating barriers to accessing essential health services. These challenges have particularly affected people living with HIV and other key populations who depend on uninterrupted access to treatment, prevention, and specialized care.

At the same time, the global public health landscape in 2025 has been increasingly shaped by shrinking funding for HIV and key population programs, as well as broader reductions in public health investments. In many countries across Eastern Europe and Central Asia, these shifts have created additional pressure on national health systems and civil society organizations responsible for delivering prevention, treatment, and community-based services. Ensuring sustainability, efficiency, and innovation in healthcare delivery has therefore become more important than ever.

In this context, digital health solutions and telemedicine have emerged as essential tools for maintaining access to healthcare services, especially in Ukraine. Remote and telemedicine consultations, digital platforms, and hybrid healthcare models enable patients to receive medical advice and support regardless of location, while also strengthening collaboration and knowledge exchange among healthcare professionals.

Alliance Consultancy's work in 2025 responded directly to these challenges. In addition to providing technical assistance and expertise, the organization played an active role in supporting the implementation and management of complex public health initiatives, particularly in the area of digital health and telemedicine. These efforts contributed to strengthening healthcare delivery models and ensuring continued access to services for vulnerable populations.

At the same time, Alliance Consultancy continued to contribute its expertise to broader regional and international public health discussions. Throughout the year, the organization participated in a number of professional forums, conferences, and expert meetings, sharing experience and lessons learned from its work in digital health, HIV response, and health systems strengthening. This included participation in international events such as the ILGA-Europe Annual Conference, and other regional and international public health forums, where Alliance Consultancy representatives engaged with partners and stakeholders on issues related to health access, community engagement, and human rights.

Against this backdrop, Alliance Consultancy's activities in 2025 focused on strengthening digital healthcare delivery in Ukraine through telemedicine solutions and supporting the redesign of HIV prevention programs through technical assistance to partners in the Kyrgyz Republic. Together, these efforts contributed to improving access to healthcare services and supporting resilient public health systems in a rapidly changing environment.

KEY RESULTS 2025



Despite a challenging funding environment and ongoing pressure on healthcare systems across the region, Alliance Consultancy continued to deliver targeted support to strengthen access to healthcare services and improve public health responses. In 2025, the organization focused on expanding digital health solutions and providing technical expertise to support national HIV prevention systems.

Through the continued development of the **Help24 TeleHealth** Online Clinic, Alliance Consultancy supported remote medical and telemedical consultations and professional collaboration among healthcare providers. Telemedicine services ensured continuity of care for people living with HIV and other key populations affected by war related displacement, healthcare disruptions, and limited access to specialized medical services. In 2025, the platform also continued expanding its digital tools, including the introduction and scaling of the **Help24 mobile application**, further improving access to telemedicine services.

In parallel, Alliance Consultancy provided technical assistance to partners in the Kyrgyz Republic, supporting the redesign of HIV prevention programs and strengthening the sustainability and effectiveness of prevention services through improved service delivery models and risk-based approaches.

Key Results at a Glance

15378

online medical consultations

delivered through Help24 TeleHealth project, by 19 regional HIV/ID specialists

3264

consultations

conducted via the Help24 TeleHealth Portal

1552

Ukrainians

received telemedicine services through Help24 TeleHealth Online Clinic

42

Clinical Hub expert meetings

supporting professional collaboration among HIV specialists

293

medical data forms coordinated

to support continuity of HIV care

3

Telemedicine hubs supported

in Kyiv, Dnipro and Khmelnytskyi

Help24 mobile application re-launched

and integrated into telehealth service delivery

Technical assistance provided to Kyrgyzstan

supporting the redesign of national HIV prevention services

These achievements demonstrate Alliance Consultancy's continued commitment to strengthening healthcare systems, expanding access to services for vulnerable populations, and promoting innovative digital health solutions in challenging and rapidly evolving public health environments.

KEY ACTIVITIES AND PROJECTS



HELP24 TELEHEALTH & ONLINE CLINIC (2025)



Implementation period:

January - December, 2025



Donors:

Alliance for Public Health through the Global Fund support



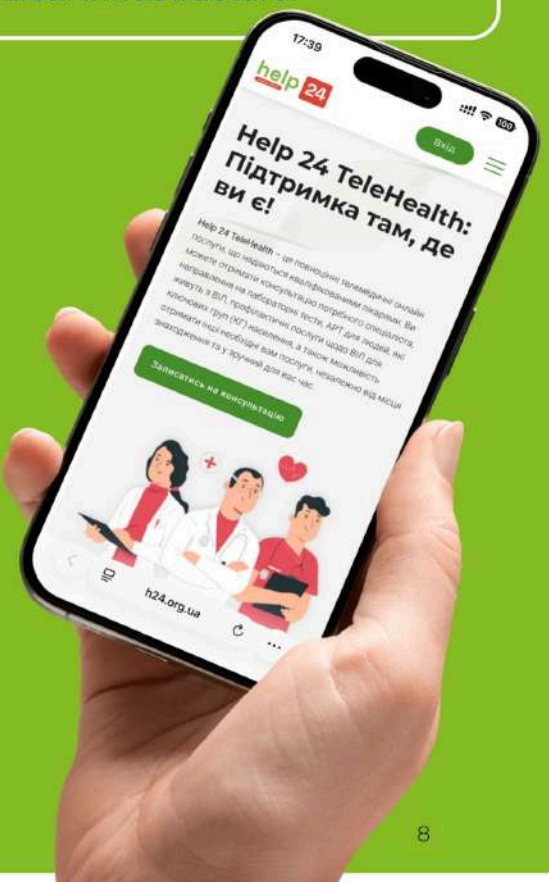
Partner:

Public Health Center of MoH of Ukraine

In 2025, Alliance Consultancy continued supporting the development and implementation of the **Help24 TeleHealth Online Clinic** project, strengthening digital healthcare delivery and expanding access to medical services for people living with HIV and other key populations. Building on previous years of work, the initiative further advanced telemedicine solutions designed to ensure continuity of care in a context of ongoing healthcare disruptions caused by the war in Ukraine.

The Help24 TeleHealth platform provides remote medical consultations, professional clinical support, and coordinated healthcare services through a secure digital environment. The platform enables patients to access qualified healthcare professionals regardless of their location, addressing barriers related to displacement, limited access to specialized healthcare providers, and disruptions in medical infrastructure.

During 2025, a multidisciplinary team of healthcare professionals—including infectious disease specialists, HIV clinicians, psychologists, and other medical experts—continued providing remote consultations and clinical guidance through the platform. In total, in 2025, medical doctors involved in the project provided **15 378 online medical consultations**, exceeding 12 000 planned for the reporting period. Consultations were provided to Ukrainians living with HIV and KPs who are currently staying in Ukraine and other countries using all available methods of online communication, including the Help24 platform. Thus, we can see that on average over **1 200 consultations per month** are provided to Ukrainian KPs and patients living with HIV by medical doctors who are involved in the Project, ensuring continued access to medical advice, treatment support, and prevention services for patients both within Ukraine and abroad. From among this total number, **6 866 consultations were provided with different types of communication (cell phone communication and messengers)** by 19 professionals working through the Help24 portal, while **3 264 ukrainians** received consultations through the Help24 Portal by the same 19 doctors.





The **Help24 TeleHealth Online Clinic** remained a central component of the initiative, providing a structured digital environment for consultations, patient management, and coordination of care. In 2025, telemedical consultations at the Help24 Online Clinic website were provided to **1 552** Ukrainians living with HIV and KPs by 9 healthcare professionals working in Online Clinic through 3 Telemedicine hubs in Kyiv, Dnipro and Khmelnytskyi. Total number of registered and verified users of Online Clinic is exceeding 2000 users. Help24 Online Clinic was continuously improved based on feedback from medical doctors and patients. The Online Clinics telemedicine services are allowing patients to receive timely medical support and facilitating coordination between healthcare providers.

An important element of the project is the **Clinical Hub**, which supports professional collaboration and knowledge exchange among healthcare providers. In 2025, **42 Clinical Hub meetings** were held, bringing together specialists from different regions to discuss complex clinical cases, share expertise, and strengthen professional networks within the HIV care community.

The project also continued to strengthen telemedicine infrastructure through the operation of **telemedicine hubs in Kyiv, Dnipro, and Khmelnytskyi**, where healthcare professionals deliver remote telemedicine consultations and coordinate digital healthcare services. These hubs play an important role in integrating telemedicine with existing healthcare structures and supporting hybrid models of care.

In addition to expanding telemedical consultations, the project continued improving digital service delivery tools. In 2025, the **Help24 mobile application** was re-launched and integrated into the telehealth ecosystem, allowing patients to more easily access consultations, receive information about available services, and maintain communication with healthcare providers.

Through these activities, the Help24 TeleHealth initiative continues to demonstrate the potential of digital health solutions to strengthen healthcare systems, expand access to services for vulnerable populations, and support innovative approaches to healthcare delivery in crisis and post-crisis environments.



More info:



h24.org.ua

TECHNICAL ASSISTANCE TO KYRGYZSTAN



Implementation period:
2025



Donors:
The Global Fund support

In 2025, Alliance Consultancy continued providing technical assistance to partners in the Kyrgyz Republic, supporting national efforts to strengthen HIV prevention programs and improve the sustainability of service delivery. The initiative focused on assisting national stakeholders in redesigning prevention approaches to better respond to evolving epidemiological trends and programmatic priorities.

Working in close collaboration with national health authorities, implementing partners, and civil society organizations, Alliance Consultancy supported a series of consultations and strategic discussions aimed at updating the design of HIV prevention services. These efforts contributed to the development of revised program frameworks, work plans, and budget structures for the next implementation cycle.

A key component of the technical assistance was the **review and redesign of prevention service models**, with a focus on increasing efficiency and improving the targeting of services toward individuals at highest risk of HIV infection. The updated approach emphasizes **risk-based service delivery**, strengthened case finding strategies, and improved integration of prevention, testing, and treatment services.

The redesigned prevention framework also incorporates **expanded digital and online outreach approaches**, recognizing the growing importance of reaching hidden or hard-to-reach populations through innovative communication channels. These approaches aim to strengthen engagement with key populations while improving access to HIV testing, prevention services, and linkage to care.

In addition, Alliance Consultancy supported the development of updated operational guidance and implementation tools for organizations delivering prevention services. This included revisions to service delivery packages, reporting frameworks, and contractual templates for implementing partners, helping ensure greater clarity, accountability, and effectiveness in program implementation.

Through this work, Alliance Consultancy contributed to strengthening national HIV prevention systems in Kyrgyzstan by supporting evidence-based program design, enhancing coordination between government and civil society stakeholders, and promoting sustainable approaches to prevention service delivery.

PARTNERSHIPS AND COLLABORATION



Partnership and collaboration remain central to the work of Alliance Consultancy. The organization works closely with international donors, national institutions, civil society organizations, and community partners to design and implement innovative public health initiatives that respond to evolving healthcare challenges.

In 2025, Alliance Consultancy continued its collaboration with Alliance for Public Health, supporting the implementation and development of digital health initiatives, including the Help24 TeleHealth platform. Through this partnership, the organization contributed technical expertise and programmatic support to strengthen healthcare access for people living with HIV and key populations in Ukraine.

Alliance Consultancy also worked in close coordination with programs supported by **The Global Fund to Fight AIDS, Tuberculosis and Malaria**, contributing technical expertise to strengthen prevention systems, support innovative service delivery models, and improve access to HIV-related services.

In addition to institutional partnerships, Alliance Consultancy collaborates with **national health authorities, healthcare providers, and civil society organizations** to support the design and implementation of effective public health programs. These partnerships enable the organization to combine technical expertise with local knowledge and community engagement, ensuring that interventions respond to the needs of the populations they serve.

Through these collaborative efforts, Alliance Consultancy continues to contribute to strengthening health systems, expanding access to services, and supporting sustainable public health solutions across the region.

Major Funding Partners:



Healthcare & Telemedicine Partners:

Kyiv City AIDS Center (Kyiv)
Help24 telemedicine hub integration

Dnipro Regional Center for AIDS Prevention and Control (Dnipro)
Development of digital medical services

Khmelnytskyi Regional Center for AIDS Prevention and Control (Khmelnytskyi)
Expansion of online clinical services

Regional & Technical Partners:



And many others



LOOKING AHEAD

As the global public health landscape continues to evolve, Alliance Consultancy remains committed to advancing innovative and sustainable approaches to healthcare delivery. Building on the experience gained through digital health initiatives and international technical assistance, the organization will continue to support the development of resilient healthcare systems capable of responding to complex public health challenges.

In the coming years, Alliance Consultancy will focus on further expanding **digital health** and **telemedicine solutions**, strengthening collaboration between healthcare providers and community organizations, and supporting national partners in improving the effectiveness and sustainability of HIV prevention and treatment programs. Particular attention will be given to integrating digital health tools into national healthcare systems and expanding access to services for vulnerable and hard-to-reach populations.

At the same time, Alliance Consultancy will continue contributing technical expertise to regional and global public health discussions, fostering partnerships that support innovation, knowledge exchange, and the development of inclusive healthcare models.

Through these efforts, the organization will continue working toward its mission of strengthening health systems and improving health outcomes for communities across the regions where it operates.

ACKNOWLEDGEMENTS

Alliance Consultancy would like to express its sincere appreciation to the partners, donors, and collaborators whose support made the implementation of its activities in 2025 possible.

We are particularly grateful to **Alliance for Public Health** for its continued partnership and collaboration in the development and implementation of digital health initiatives. We also acknowledge the important role of **The Global Fund to Fight AIDS, Tuberculosis and Malaria** in supporting programs that strengthen HIV prevention, treatment, and care.

Alliance Consultancy also thanks the national health authorities, healthcare professionals, civil society organizations, and community partners who contributed their expertise and dedication to improving access to healthcare services and strengthening public health responses.

Finally, we extend our appreciation to the many experts, consultants, and team members of Alliance Consultancy whose commitment and professionalism continue to drive Alliance Consultancy's work forward.

Together, these partnerships make it possible to advance innovative public health solutions and improve the health and wellbeing of the communities we serve.



LEARN MORE ABOUT OUR WORK

Alliance Consultancy regularly publishes analytical reports and project summaries to share lessons learned and promote knowledge exchange in public health and digital health innovation.

Recent publications include:

Alliance Consultancy Key Achievements & Impact Report 2022–2024

Overview of the organization's projects, partnerships, and impact across Eastern Europe and Central Asia.

[read the report](#)



Online Clinic Help24 TeleHealth Project Report 2023–2024

Detailed results and lessons learned from the implementation of telemedicine services supporting people living with HIV and key populations.

[read the report](#)



HelpNowHUB Humanitarian Health Response Report 2023

Overview of emergency healthcare support provided to Ukrainian refugees and displaced persons across more than 50 countries.

[read the report](#)



Alliance Consultancy Report 2019–2020

Overview of the organisation's key achievements and results in 2019–2020.

[read the report](#)



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