



## **PRESS RELEASE**

Kigali, Rwanda

January 30<sup>th</sup>, 2019

# **babyl awarded Best Innovator in Rwanda**

babyl Rwanda has been recognized as the Innovator of the Year by the Rwanda Development Board (RDB). The award recognizes the huge impact that babyl has made by offering more than 2,000 consultations per day, working to make healthcare more accessible and affordable to those in need. The award was part of the RDB's Business Excellence Awards held in January 2019 in Kigali, Rwanda.

babyl Rwanda enables patients to book appointments and have consultations with medical practitioners over the phone and get prescriptions which can be picked up in any of the 360 Health Centers or 130 partner pharmacies across the country. The service books any necessary laboratory tests for users and sends the results directly to babyl doctors who can explain the findings and prescribe treatments or refer cases to district hospitals.

Since it was launched, babyl has registered more than 2 million people, which counts for around 30% of the nation's adult population. The service works with the Rwandan government's Universal Health Coverage Scheme whereby babyl services are offered through the scheme in partnership with the Ministry of Health & the Rwanda Social Security Board.

Tracey McNeill, Chief Mobilization Officer of babyl's parent company Babylon, said: "We are very proud that Rwandans trust us to provide them and their families with safe, high-quality and accessible healthcare. We are delighted with how widely babyl is already being used and are pleased to partner with the government of Rwanda, who are committed to utilizing technology to deliver services efficiently to all.

"In line with our mission to make healthcare accessible and affordable to all, we are using AI in our call center for triage. We can use this cutting-edge technology and show

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how it can transform the delivery of healthcare by using AI for basic triage. Our goal is to make this available to front line health care providers such as Community Based health workers so that we can save the scarce resources of doctors and nurses for more complex cases.”

Innovation continues to play a central role in babyl's uptake with the company creating a more accessible platform to reach as many Rwandans as possible. In the UK, the company's services can be accessed through a smartphone app, however, in Rwanda though 76.6% of people have mobile phones, only 10% have smart phones. To adapt its product and service offering to local needs, the company developed a version of the platform, known as USSD, that can send text between a mobile phone and a software program, allowing people with feature phones to book appointments and speak to a doctor on their phone.

In addition, babyl is also able to build a patient's medical history over time. Doctors are able to view this medical history instantly during consultations, augmenting their decision-making.

Babylon, the UK-based parent company, only launched its services in the information and communications technology-focused East African country two and a half years ago. The company, consisting of scientists, clinicians and engineers, is combining the ever-growing power of AI with the best medical expertise of humans to deliver unparalleled access to healthcare.

Babylon is the creator of the world's first fully integrated mobile health service provider, is a pioneer of digital health services and is helping to solve an increasing range of healthcare challenges with artificial intelligence in several markets including the UK, US, Canada and Asia.

Babylon's AI has been designed around a doctor's brain to provide accessible healthcare for millions in the palm of their hands. It can understand and recognize the unique way that humans express their symptoms. Using this knowledge, combined with a patient's medical history and current symptoms, it provides information on possible medical conditions and common treatments.

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