

KAMPALA EMERGENCY DIGITAL TRANSPORT SYSTEM (KEDTS)

a) The Digital EMS App.

Following the start of the Covid-19 Pandemic, the USAID-funded Kampala Slum Maternal and Newborn Health (MaNe) project in collaboration with KCCA developed a digital system to facilitate remote access, request, deployment and tracking of public and private ambulance transportation for all medical emergencies including community evacuations to health facilities, and referrals between health facilities.

Using the ambulance online/digital application, all Kampala residents are able to know all the obtainable transport options including what ambulance is available, the services it offers, cost estimates of using it based on distances to be covered.

All public, private not for profit and private ambulances in Kampala are hosted on this real-time Kampala Digital Emergency Transport System. It is linked to the emergency call and dispatch centre set up by KCCA through the MaNe project, to identify best positioned health facilities and nearest ambulances to handle the medical conditions at hand.

b) Benefits.

- This innovation improved emergency medical services in Kampala especially through facilitating timely access to transportation from community to health facilities, and timely referrals between facilities.
- This service also improved equitable access to health care; it is a self-service health care system where any resident with a health emergency can directly access a range of ambulances without bureaucratic procedures.
- KCCA developed a public-private partnership to help subsidize the transport of those who can't afford while public ambulances hosted on the system are completely free.

c) Challenges.

- The difficulty in tracing requestors of the services due to a limited developed physical address system limits the efficiency of responding to requests, in time.
- High subsidising costs required to meet the needs of non-paying requestors.

d) How to Request for the Service.

- Installation instructions of the App, which is named the **KEDTS EMT apk** can be found here <https://chipapk.com/app/10248099/>. The App is available via Google Play and Apple Stores (Please, verify this with your phone. Dr Okello said its functioning but I don't see proof of this since I tried to download it and failed, so I don't know how we'll reconcile this).
- The EMS can also be contacted through a toll free line: 0800-990-000

e) References

- KCCA (2020) 'Public Health And Environment Bulletin' 1(1), 1-22 accessible https://www.kcca.go.ug/media/docs/KCCA-DPHEBulletin_issue1.pdf