Benguérir

Citizen engagement

Our project / To ease and improve information exchange between hospital staff and patients requiring an appointment, wherever they come from and regardless of their condition.

"The problem is the lack of coordination and information between the hospital centre's users coming in for appointments and its departments. This problem is even worse for people and users from suburban areas; these people are completely cut off from this information."

A conclusion drawn by the local group to identify their problem (p.4 of their preliminary research)

Our proposed solutions

1. Create **an interconnected platform to make** communication and coordination between the various health actors (laboratories, pharmacies, doctors, hospitals, etc.), patients and healthcare workers easier. This completely computerised health platform will lead to improvements in everyone's treatment and follow-up.

2. Develop an **awareness application** to improve prevention and follow-up of non-transmissible diseases.

3. Develop **the FIRST AID APP application** to provide entertaining video content in Arabic or "Berber" Amazigh via a mobile application that will share first aid emergency advice with the local population.

4. Put a "**Mobile Hospital Truck" on the road** in order to make screening and monitoring services for chronic diseases accessible to remote communities. This will allow them to access healthcare, close to their homes.

ASToN
DIGITAL TRANSITION FOR SUSTAINABLE AND INCLUSIVE CITIES

Benguérir and the limited patient care provided by the city hospital centre

The services provided by the hospital are often deemed inadequate by city residents. Most frequently, criticisms focus on the lack of information and communication between patients and hospital staff. Currently, these communications are neither formalised nor recorded, which has consequences for patients' healthcare.

The challenges to overcome

- The city of Benguérir's recently acquired status as a fully-fledged provincial capital meaning it has taken on new responsibilities in terms of meeting the local population's needs in education, health, accessibility and infrastructure.

- Improvements in healthcare services, the tackling of shortcomings and the development of inclusive solutions with reliable, functioning local hospital care are all eagerly anticipated by the local residents.

- There is a complex relationship between hospital departmental staff and patients, specifically patients living in suburban areas. A database is not updated and appointments have to be made person to person.

- Young people who are interested and skilled in digital tools have not yet become sufficiently involved in the project to make a decisive contribution to reducing these shortcomings.

- The failure to integrate digital tools is an obstacle to social development. Reflecting the guidelines of the Digital Development Agency, the local authorities and civil society (e.g. the Social Innovation Lab, the laboratories hosted by the M6 University and Centre 1337) should be lending their support to this integration.

Benguérir in figures

Population:
100,000 inhabitants

Number of doctors: **115**

Level of population growth: **5.4%**

Number of health facilities: **3**

Our goals

- Streamline and simplify the remote making of appointments for medical consultations.
- Manage the hospital centre's resources more efficiently and put together a file of at-risk patients to ensure better follow-up.
- Promote the awareness and the prevention of certain diseases and develop first-aid training.
- Help with screening for chronic diseases in the most inaccessible populations in suburban areas.

This content has come from the preliminary research carried out by the city as part of the ASToN project in 2021