



Sosina's Story:

Fast and thorough care during eye surgery

Two years ago, **Sosina** received surgery for trachoma in her left eyelid. Recently, she returned to the health centre in Boloso Sore woreda to undergo a second surgery on her right eye.

Sosina reflected on her experience two years ago, recalling the lengthy patient waiting list, a long wait to receive post-operative treatment and that she had to wait several minutes for the eye-care worker to locate her record among hundreds of lists of patients:

"I remember being disappointed with the long waiting time, and remember other patients were complaining of the same".

When Sosina returned to the same health centre for post-op care for her recent surgery, she was delighted to see substantial changes in the speed of care she received. Sosina learned that the health centre had recently started using Simprints' biometric tools to enrol and find patient records on a digital system.

When she entered the health centre, she was met by an eye-care worker who identified her by fingerprint and was able to quickly locate her records and enter her details on his mobile phone into the digital system:

"I was merely asked to place my four fingers, one by one, on the tiny fingerprint machine. After evaluating my eyelid, the eye doctor swiftly found my records and entered the information on his phone."

"I believe the technology is beneficial for receiving quick services, and I noticed that all of the patients were satisfied because there was no longer any lengthy waiting and queuing."

The subject's name and some identifying details have been changed to protect their privacy. Photos are not of the subject.



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