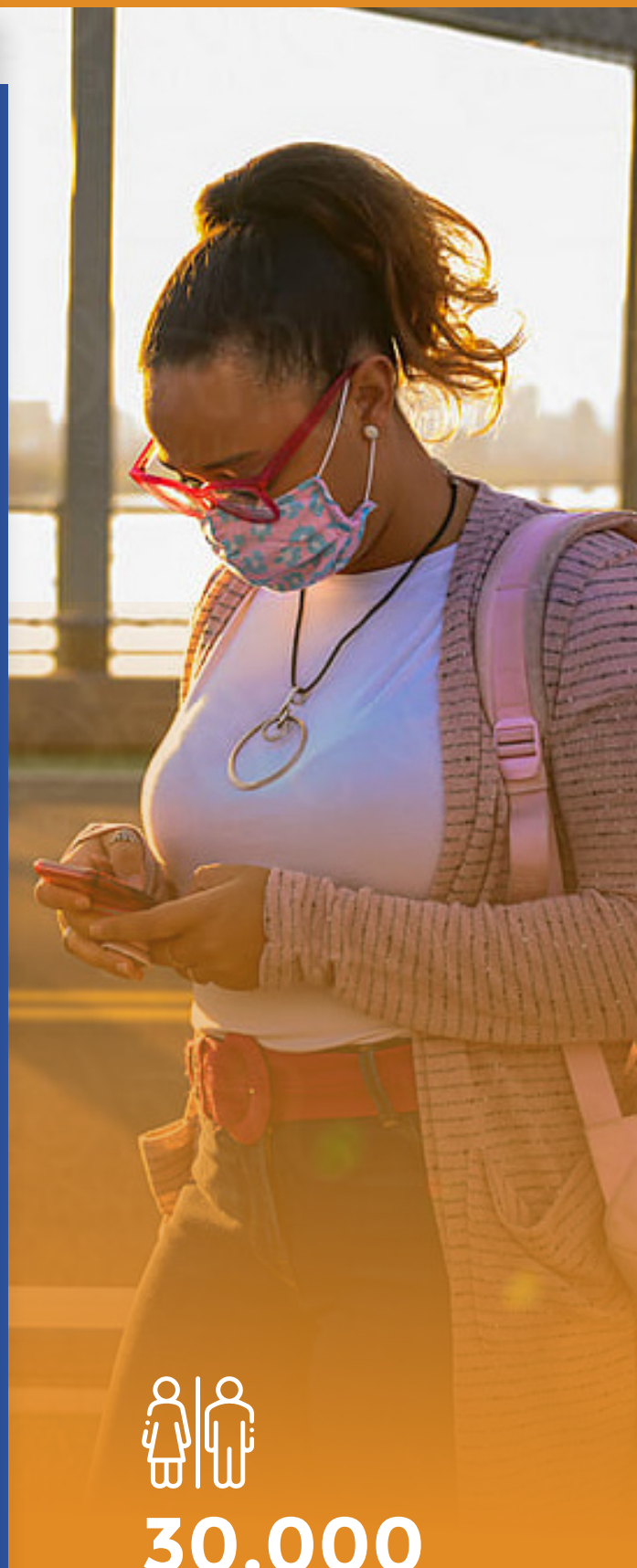UNFPA

UNFPA Text4Life CSOE Project

Text4Life is an innovative short message service (SMS)-system based technology designed to establish a real-time dual communication and alert system, which supports access to services in project communities for the purpose of improving the utilization of health facilities.

The WHARC/UNFPA Text4Life service is a new message service, where an individual can report various health complications including COVID-19, gender-based violence (GBV), unwanted pregnancies, pregnancy complications, and other Sexual and Reproductive Health Right (SRHR) problems to health facilities and Civil Society Organizations (CSOs).

This will enable prompt action to be taken to record the cases and to remedy the situation for the callers, since the system is designed to run on an uninterrupted power supply and a central database.

This service can be accessed with any mobile phone from any location in the project communities FREE of charge.

Text4Life is currently accessible to everyone who registers on the platform in the 320 project communities in 9 states of Borno, Kaduna, Kano, Gombe, Sokoto, Lagos, Akwa-Ibom, Enugu, Ogun and the FCT.

30,000
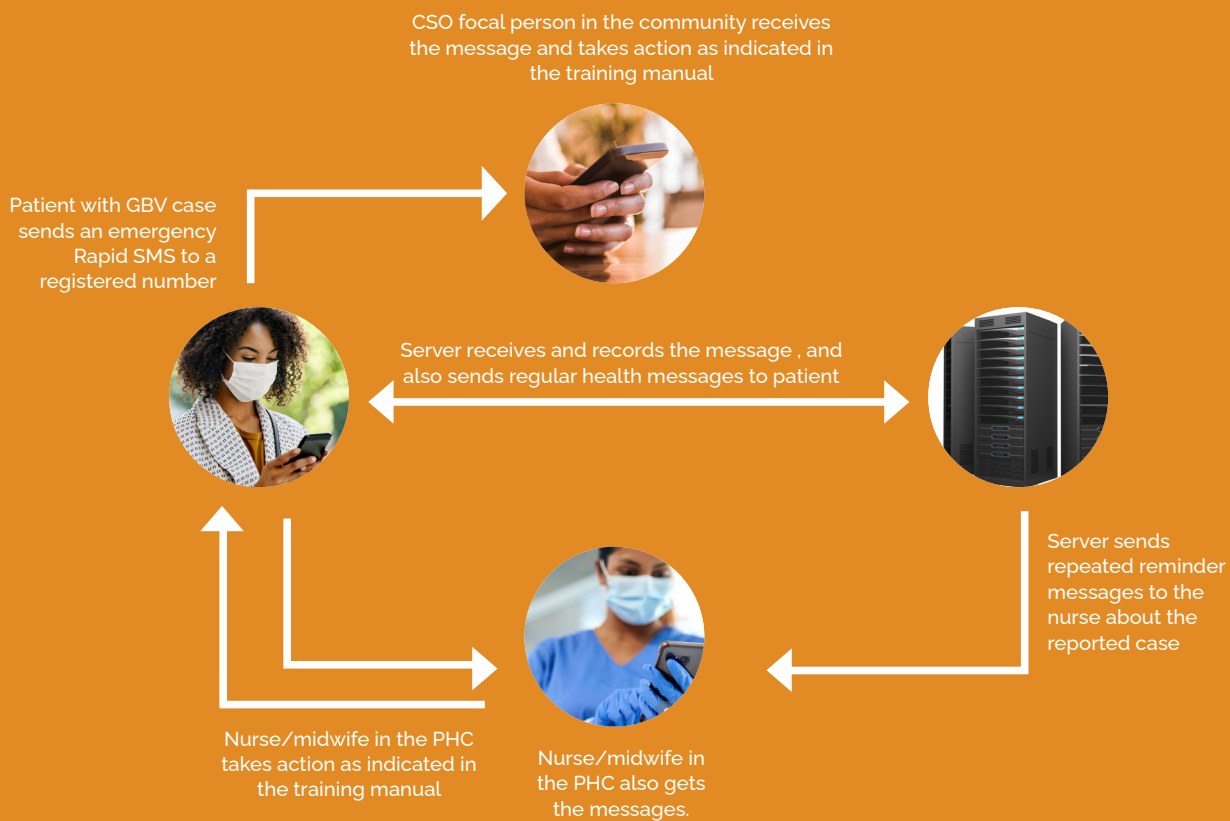People registered
on the platform

CSO focal person in the community receives the message and takes action as indicated in the training manual

Patient with GBV case sends an emergency Rapid SMS to a registered number

Server receives and records the message, and also sends regular health messages to patient

Server sends repeated reminder messages to the nurse about the reported case

Nurse/midwife in the PHC takes action as indicated in the training manual

Nurse/midwife in the PHC also gets the messages.

Figure 1: UNFPA Text4Life CSOE project

To register, dial *347*161# and follow the prompts.

1 The user is provided with a menu from which they can choose which action they want to perform.

2 During the registration, the client provides personal details which include name, residential address, telephone contact, telephone numbers of next of kin, among others.

3 The client in distress triggers an alert-system by sending a keyword to a dedicated registered phone number configured to the central server.

4 The client gets an automated feedback from the server to wait patiently while action is being taken. At the same time, a dual SMS is relayed through a web designed interface to the phone numbers of the CSOs and the health care provider at the PHC, reporting an emergency case, name and the phone number of the client in form of an SMS alert.