



Swaziland



Describe a successful or challenging e-health initiative your country has taken.

Swaziland has developed, with assistance from Management Sciences for Health (MSH), bespoke patient management software for use in its Anti-Retroviral Treatment (ART) clinics.

What were the financial challenges and costs associated with implementation of this programme?

The costs of software development were born by USAID through MSH. Implementation has been supported by a range of donors, and has involved the hiring of additional medical and clerical staff, as well as training programmes for doctors, nurses and clerical staff.

What have been the main technological challenges to implementing e-health in your country?

The greatest obstacle to implementing e-health in Swaziland is the country's extremely poor internet and wide-area-networking infrastructure. Broadband is not available in Swaziland, and the standard leased-line connections available for wide-area networks are only 64Kb.

Have any ethical issues been raised during the design and implementation of e-health programmes?

Implementing networked patient management software for ART clinics has raised data protection issues, as easier access to data by clinicians and managers also means higher risks of inappropriate access to data. Linking ART clinic databases to a national network has required accompanying risk management and security-strengthening exercises.

Has the implementation of e-health programmes required any legal or regulatory changes?

This particular e-health project has not required legislative or regulatory changes.

What have been the outcomes of your e-health initiatives?

The roll-out of the software is still underway, but there have already been significant improvements to the management information available, both in ART clinics and nationally.