Sustaining person-centered care beyond COVID-19: Leveraging the private sector for home-based HIV treatment in Jakarta, Indonesia

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Background

Ensured PLHIV receive life-saving ARV throughout restrictions during COVID-19

- 9,413 PLHIV served through Jak-Anter
- 23,620 Deliveries through Jak-Anter
To sustain this service post-COVID, the Jakarta PHO, supported by USAID/EpiC, established a partnership with **Good Doctor Technology Indonesia (GDTI)**, a telemedicine platform that provides over 10K teleconsultations/day in Indonesia.
Description

Teleconsultation process on Good Doctor Technology Indonesia Platform

After a short online teleconsultation with a Puskesmas doctor (Primary Healthcare), the platform will send an electronic message to the participating facility and activate the Good Doctor courier system, which will be dispatched to collect the medication and deliver it to the PLHIV client.
Jak-Anter ART Home-based delivery system

11 public health centers and 1 private clinic spread in all district of Jakarta

Expansion to all public health centers in Jakarta and selected public hospitals

12 locations of Puskesmas in Jakarta chosen in Jak-Anter Pilot Project
Lesson Learned

• Intersectoral collaboration between government, private sector and development partners is crucial necessary to ensure innovative strategies align and support existing policies.

• Imperative to consider service flow, data security, and confidentiality when integrating technology-enabled solutions into existing healthcare infrastructures.

• The strong network of public health facilities in Jakarta is a main enabler in the success of large-scale innovative service delivery.
Recommendation

Collaborative efforts between the government, private sector and implementing NGOs offer a promising avenue for extending person-centered care to PLHIV - ensuring continuity, accessibility, and quality in HIV care delivery while embracing the advancements brought forth by digital health solutions.
By Implementing Jak-Anter, Jakarta is committed to leaving no one behind through supporting strategies which promote equal access to healthcare for all its citizens including PLHIV.