



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

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# AMSTERDAM

## FAST-TRACK CITIES 2023

September 25-27, 2023 | RAI Amsterdam Convention Center

× City of  
× Amsterdam

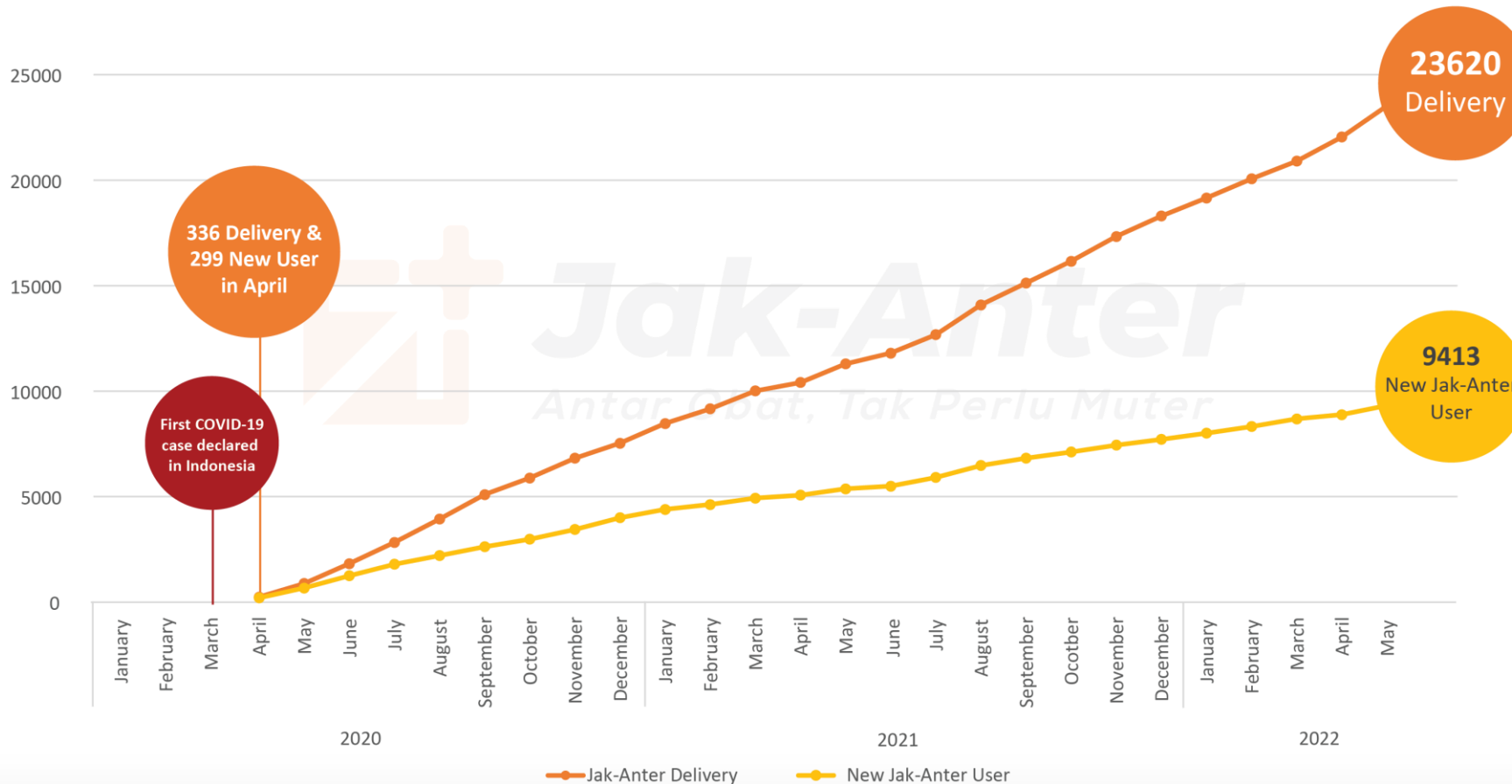
× GGD  
× Amsterdam

IAFAC  
INTERNATIONAL ASSOCIATION  
OF PROVIDERS OF AIDS CARE

FAST-TRACK CITIES  
INSTITUTE

# Background

Cummulative Jak-Anter Utilization and New Jak-Anter Users in Jakarta  
April 2020 - May 2022



## Jak-Anter

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



9,413

PLHIV served through Jak-Anter



23,620

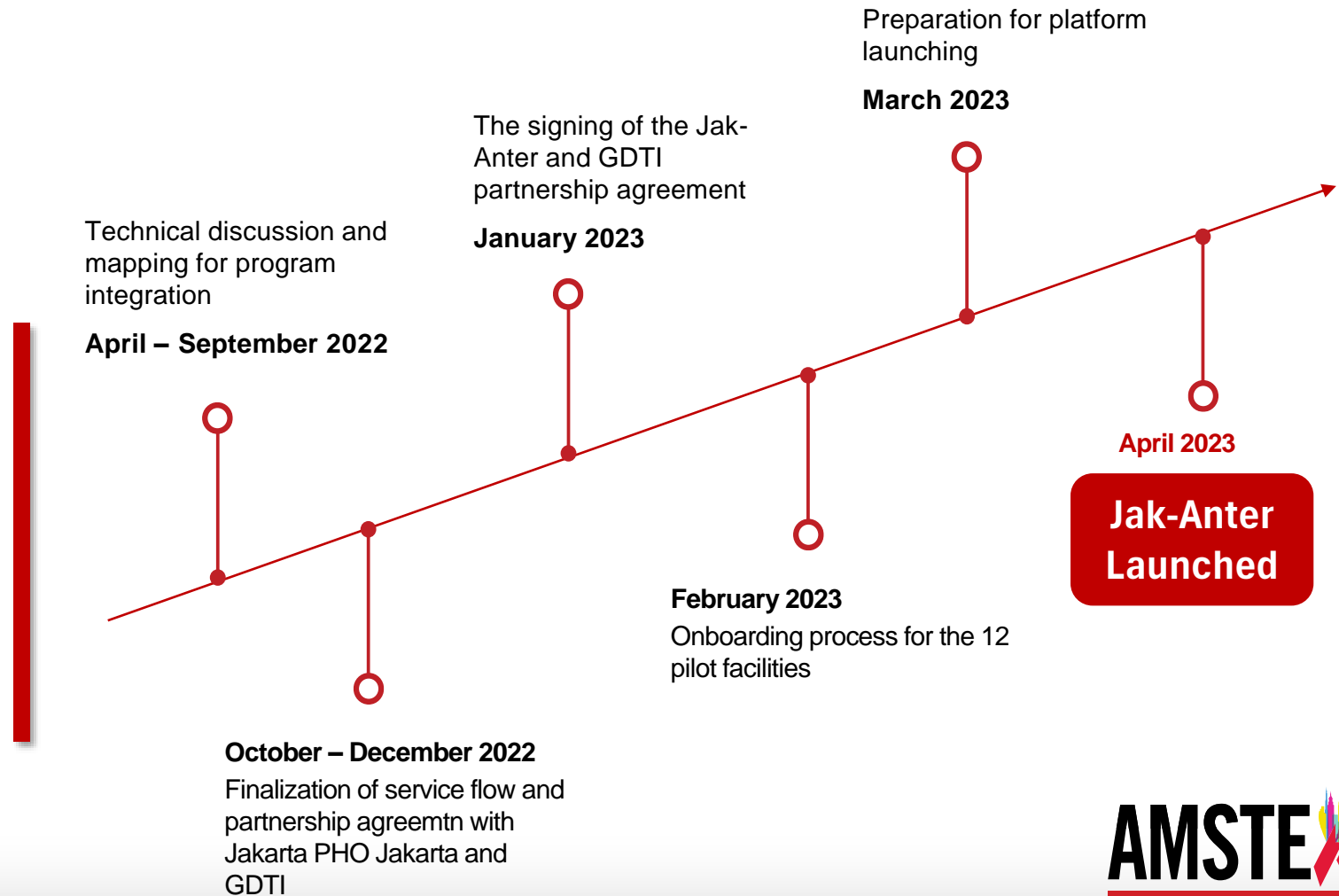
Deliveries through Jak-Anter



# Description

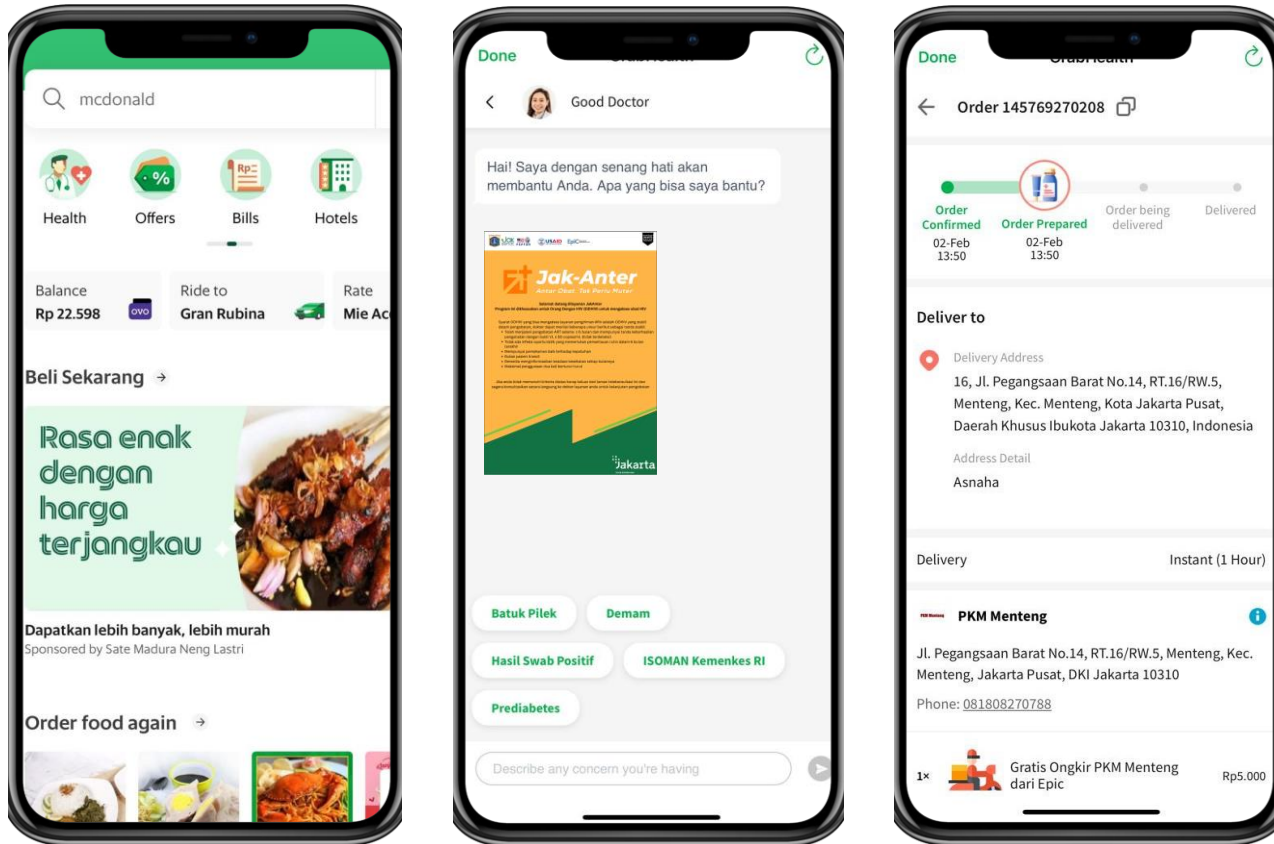


To sustain this service post-COVID, the Jakarta PHO, supported by USAID/EpiC, established a partnership with **Good Doctor Technology Indonesia (GDTI)**, a telemedicine platform that provides over 10K teleconsultations/day in Indonesia.



## Description

### Teleconsultation process on Good Doctor Technology Indonesia Platform



Screen capture of Jak-Anter service on GDTI-supported 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



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

**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

## 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.

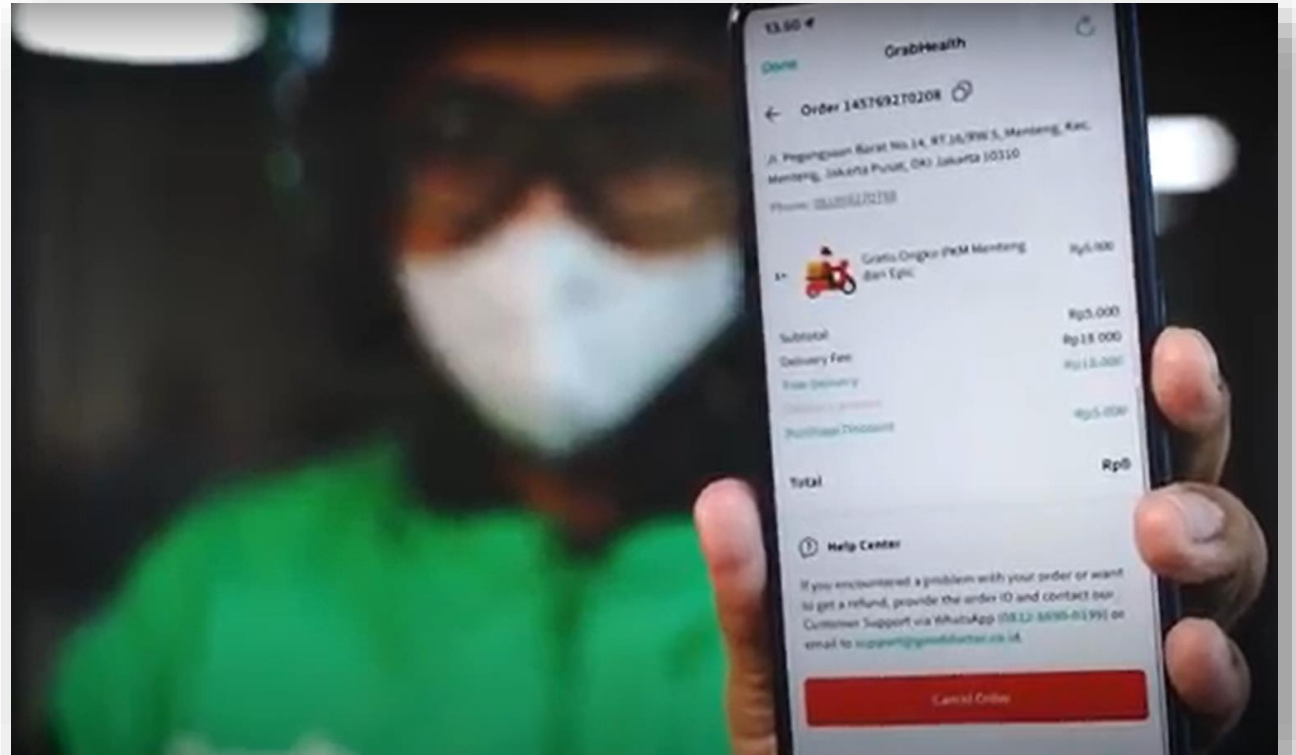


Photo courtesy of EpiC Project

# Recommendation



*Photo courtesy of EpiC Project*

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.

