

I tried reach52's Online Health Check . . .

Reach52 Project in partnership with Johnson & Johnson

To design and implement health solutions for basic COVID-19 knowledge and basic prevention strategies implemented across South and S.E.A., including the Philippines.

Challenges

Low and middle-income countries with weak primary health care system.

- Community Health Workers Lack of specialized knowledge for COVID-19 prevention strategies
- Lockdown measures preventing meeting in groups

Solution

Dual response:
Training of Health Workers + FB Chatbot

- Health workers were provided training and resources through Reach52's eLearning Platform
- Facebook Chatbot for: COVID-19 Information and Symptom Checking; and Online Health Check

Information Collected from me through the FB bot:

- BMI: Height and Weight
- Parents / Grandparents diagnosis of diseases: options provided are: AOD, arthritis, asthma, cancer, COPD, liver cirrhosis, CAD, diabetes, diarrhoeal diseases, Hepa A / B / C, HIV / AIDS, hypertension, IHD, kidney disease, LRI, malaria, measles, stroke, pneumonia, TB
- My conditions (same choices as above)
- Medications taken (I have to identify / it can help me search), frequency of medications
- Frequency of tobacco use
- Frequency of alcohol consumption
- Size of fruits / vegetables consumed per day
- Frequency of physical activities
- Mental health (feelings: extreme or consistent discomfort out of anxiety or sorrow, problems in work / school , keeping relationships with family / friends, thoughts about self-harm, indifference / alienation from people / community)

Sources:

<https://reach52.com/leading-the-fight-against-covid-19-in-partnership-with-johnson-johnson/>
<https://reach52.com/about/consent/>

Some observations for self-determination:

reach52's intent to empower rural communities by providing them with insight into the health needs gathered from local data. This is important for policymakers and healthcare providers to advocate and source for health programs that they need. "**reach52 Business**" works with private sector (pharma, diagnostics, insurance, logistics) to provide those needs based on reach52's analytics.

However, the data they are collecting are sensitive data and it needs to consider ably improve its policies, so that the users (patients), health workers, and governments know exactly how the data is being used and by whom.

While they are still developing its platform, they may consider incorporating **Privacy by Design** principles. PbD may enhance self-determination particularly through the following principles: user-centric, transparency, full life cycle protection, and privacy as a default setting.

- reach52's Consent / Privacy Policy shows that it processes personal data including name, address, contact details, health information and diagnosis, screening results and products and services, to be used by reach52 and its affiliate companies.
- Information is stored indefinitely.
- Aggregated data may be shared with business parties for design and price products and services.
- reach52 will not ask for additional consent to deliver core reach52 services.

Questions

Consent & Transparency

- How can reach52 develop its Privacy Policy and Consent Form?
- Can it identify the "affiliate companies," their services, and describe the data and use per company?
- How can reach52 get informed consent from its users without compromising access and ease of use from residents of rural communities?

Data Sharing

- How can users choose what information to share to healthcare service providers?
- How is FB using the data gathered from the FB chatbox?

Quality of Offerings

- How does reach52 filter services or offerings to its users?
- How does it screen or qualify its service / product providers to ensure quality and safety?