

Leveraging WhatsApp Technology to Strengthen VTP in Nigeria



NASCP WhatsApp Health Bot
A Digital Innovation for Triple Elimination

Dr Hafsat Iyanda
PMTCT Lead
NASCP- FMOH&SW

Advancing HIV Prevention and PrEP
for Pregnant and Breastfeeding Women
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FEDERAL MINISTRY OF
HEALTH



HIV
Impact Network for
Vertical Transmission
Elimination



The PMTCT Challenge in Nigeria - Why a digital solution was urgently needed



Information Gaps

Pregnant women and health care providers lack real-time access to accurate HIV, syphilis, and hepatitis B information outside clinic hours.



Weak Reporting Systems

EID cartridge consumption data collected manually using CRIFF—delayed stock decisions and supply chain visibility gaps across facilities.



Fragmented Channels

No single platform unifying client health education and provider logistics reporting on EID, in one low-cost, accessible tool.

NASCP WhatsApp Health Bot: The Solution

Dual-purpose platform for clients and healthcare providers

How to access

1. Save +234 916 008 8000 as 'NASCP Health Bot'
2. Open WhatsApp · type Hello to begin
3. Browse the menu using number keys
4. Smartphones (Android & iOS) supported
5. Low mobile data usage only

CLIENT-FACING SERVICES

- PMTCT guidance for pregnant women
- Infant care & EID testing information
- HIV, Syphilis & Hepatitis B education
- Ask-a-question feature
- Multi-language support

PROVIDER-FACING REPORTING

- EID cartridge consumption reporting
- Monthly logistics data capture
- Stock levels, testing outcomes
- Equipment functionality tracking
- Built-in validation logic

Key Features: Everything accessible from a single WhatsApp conversation

Language Selection

Multi-language access allows users to interact in their preferred language for better health communication

HIV & PMTCT

ANC enrollment, labor & delivery guidance, ARV adherence support, HIV Exposed Infant (HEI) follow-up

Syphilis Information

Understanding, testing, treatment and prevention of syphilis and congenital syphilis — triple elimination focus

Hepatitis B

HBV PMTCT services, community engagement resources and vaccination awareness for pregnant women

EID Consumption Data

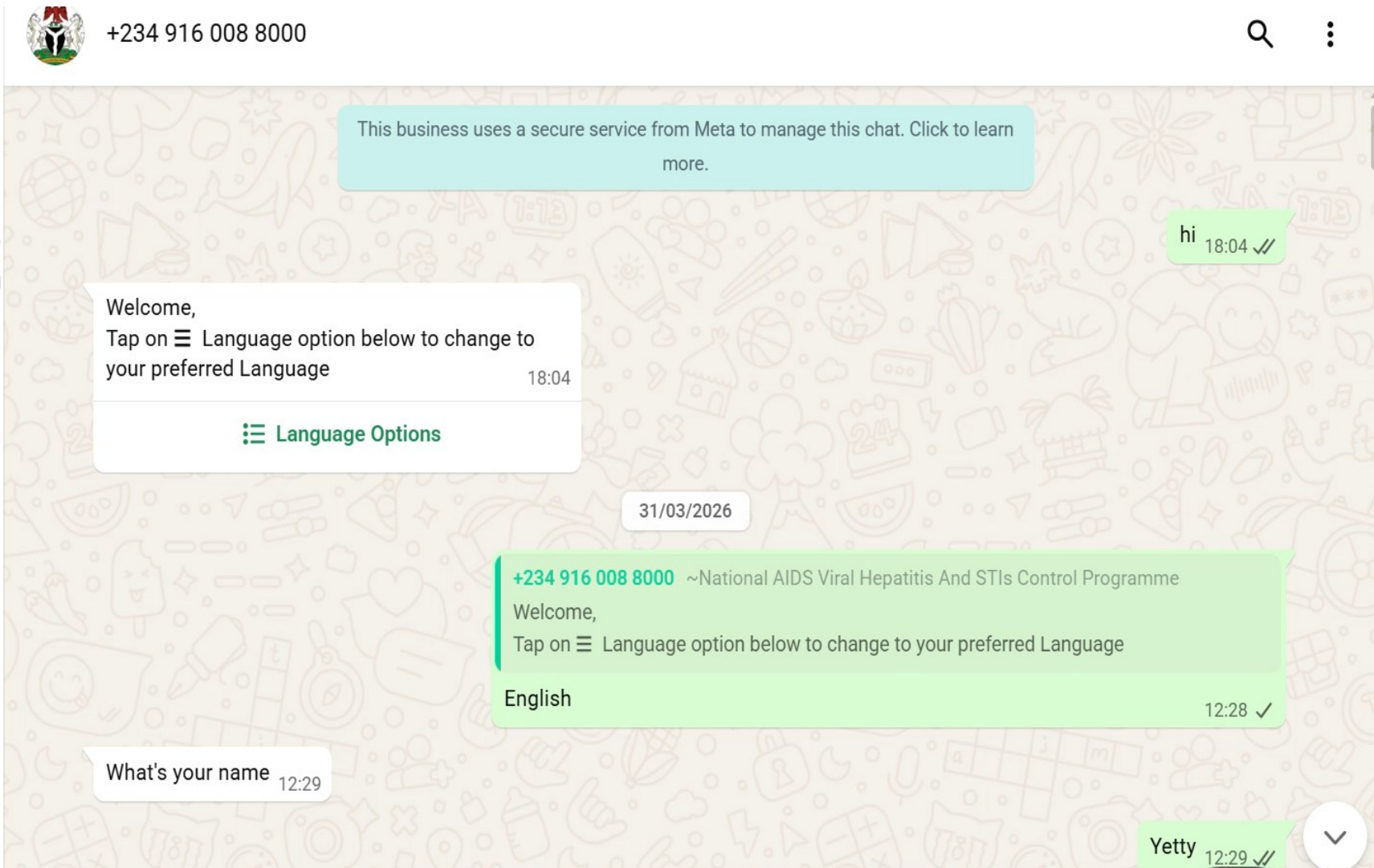
25-step structured reporting: stock, consumption, test results, equipment status — with built-in validation

Ask a Question

Users type a direct health question and receive instant information — bypasses menu navigation



Live Bot Demonstration



What to observe

Welcome message with NASCP branding

Number-key menu navigation

EID Info → ANC & PMTCT menu

Detailed PMTCT content delivery

Triple elimination options

Option 9 for EID reporting

Programmatic Value, Strengths & Challenges

Programmatic Value

- Increased client knowledge and PMTCT engagement
- Supports retention and adherence messaging
- Improved timeliness for supply chain decisions
- Enhanced stock visibility - prevents EID stockouts
- Scalable across all 36 states and FCT

Strengths

- Low-cost and scalable
- Uses existing infrastructure
- No app installation required
- Familiar WhatsApp interface
- Integrated multi-disease platform
- Real-time data potential

Challenges

- 25-step reporting is time-consuming
- Multiple steps may increase errors
- Requires trained users for EID accuracy
- Internet access needed - rural gaps
- No direct DHIS2 integration yet

Optimization Opportunities & Roadmap: From Current Capabilities to Future Potential

Now

- Expand provider training and onboarding
- Streamline EID reporting steps (reduce from 25)
- Improve reporting flow UX design
- WhatsApp broadcast for health alerts

Future Vision

- NDARS integration — auto-sync reported data
- Add PrEP client information module
- Expand language options (other Nigerian languages)
- Client tracking & appointment reminders
- AI-powered NLP chatbot responses
- Linkage to national patient identifiers (unique ID)
- Expand to TB, family planning & malaria
- Offline / USSD fallback for rural areas

Thank You!

