

# MSF Telemedicine Impact Report 2025



## Who We Are

The Telemedicine program provides secure solutions designed to support the needs of healthcare professionals across MSF, while building a community of knowledge-sharing and clinical collaboration.

# 299

**PROJECTS\* WITH  
TELEMEDICINE ACCESS**



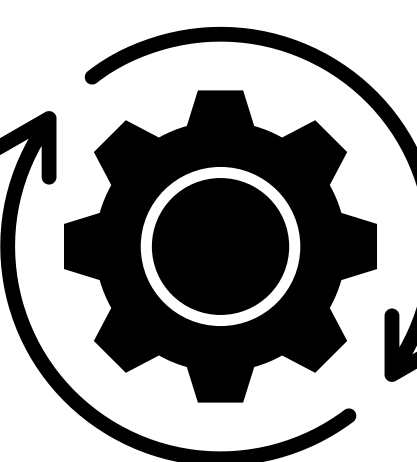
**59  
COUNTRIES**



**2,880  
USERS**



**320  
VOLUNTEER SPECIALISTS**



**96  
NEW IMPLEMENTATIONS  
ACROSS THE THREE TM  
SERVICES**



### Case Management

**3,720 patients reportedly  
received improved diagnosis  
and treatment plans**

“The response time was incredibly fast, only 2 hours after we posted the case and the feedback was very helpful. We felt supported during a critical moment.”

- *Elda Kahambu B., Medical Activity Manager, Shinkafi Violence (Nigeria)*

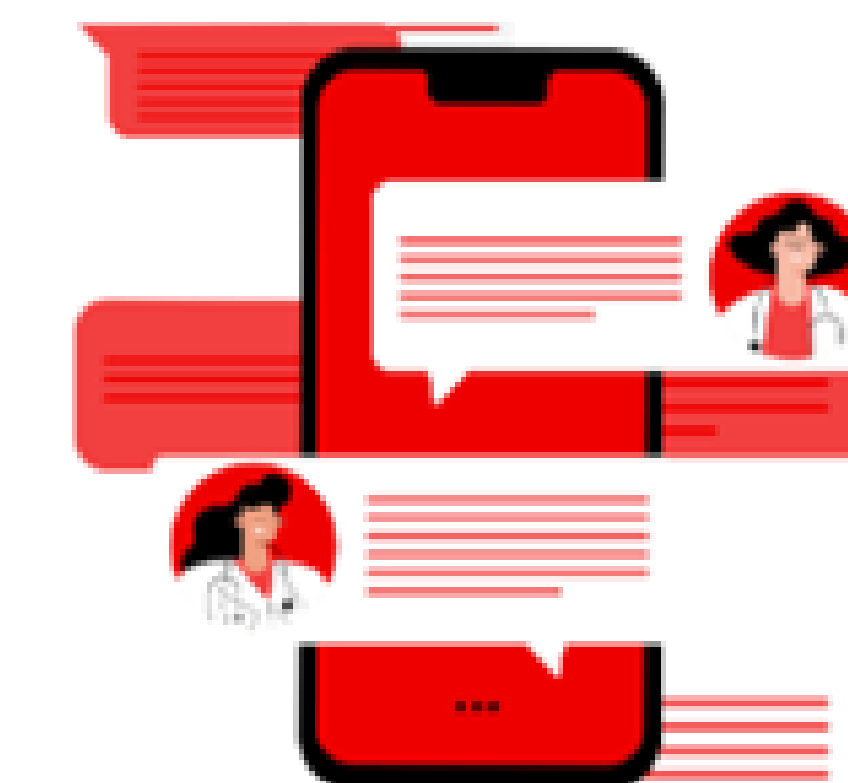


### Clinical Case Discussions

**70 clinical  
discussion  
sessions held**

“Our project benefits from ongoing support from experts and specialists, particularly in diagnosis and patient care, which also provides continuous training for our team...we have some testimonials from parents who said ‘Thank you for giving your time and especially for involving specialists living abroad in the care of my baby.’”

- *Labi Iro & Frizzia Safari, TM Point of Contact, DIFFA Intervention (Niger)*



### Secure Messaging

**37% of MSF projects\*  
communicating  
securely**

“Secure Messaging (Celo) has helped a lot in our context, since we work with populations that have generally been vulnerable, and we must have high standards of data security and confidentiality for the continuity of quality care.”

- *Diana Davila, Mobile Health Manager, SRH Choloma and SPS (Honduras)*

## New Initiatives

# 5

### TELECONSULTATION PILOT PROJECTS

Piloting a new service: **teleconsultation**, a secure platform that supports MSF projects, offering remote consultations between patients and MSF practitioners.

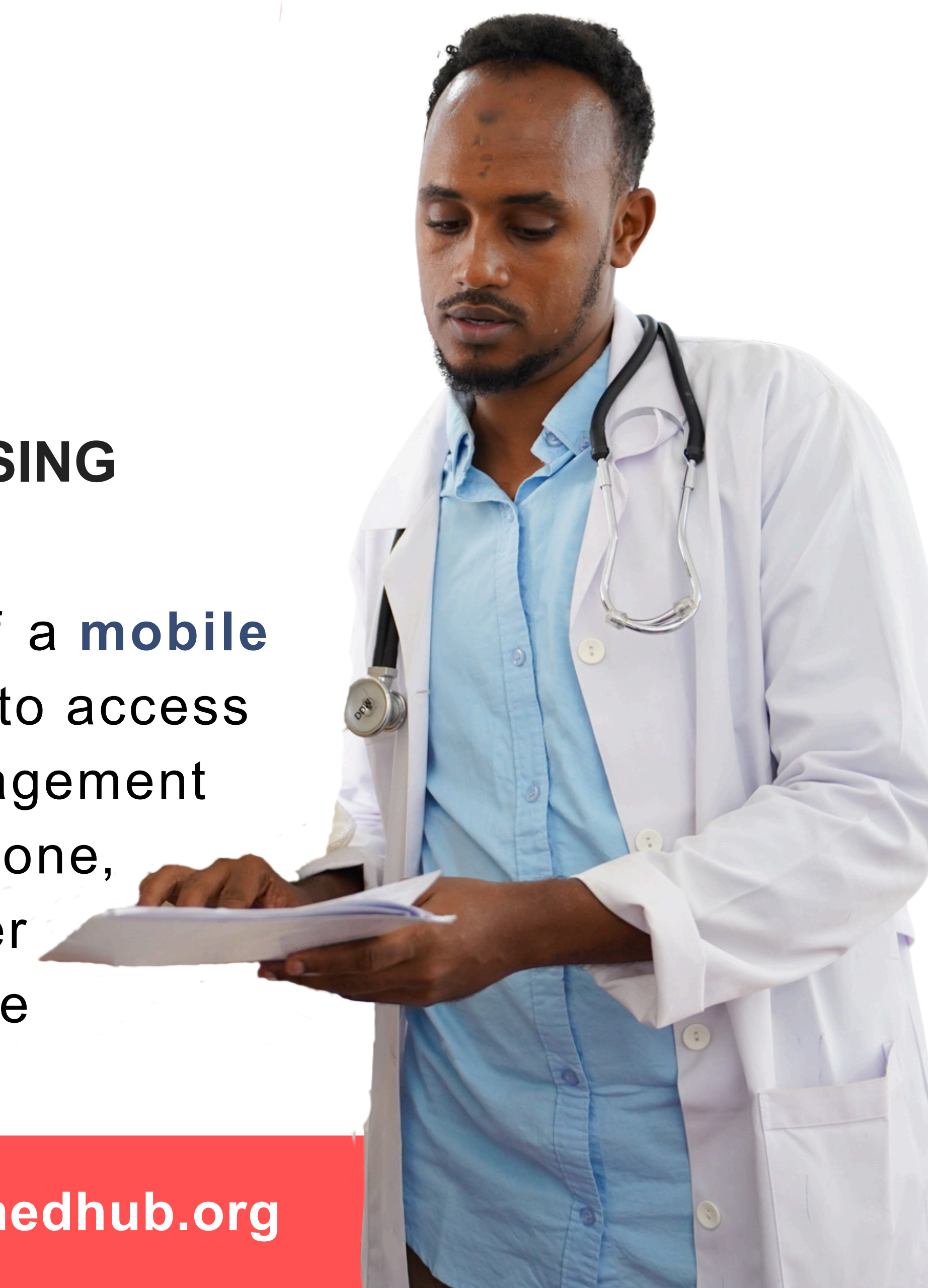
*Initiated in August 2025*

# 22

### PROJECTS USING MOBILE APP

Deployment of a **mobile app** for users to access the case management platform by phone, enabling easier and faster case submission.

*Initiated in October 2025*



\*TM defines projects as medical activities and coordination.

