

# *Kutabila* Virtual Platform Impact on Health Service Provision in Bindura

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## Introduction

STIs are on the rise in Bindura. In January 2023 a rapid assessment conducted by the Zimbabwe National Network of People Living with HIV (ZNNP+) Mashonaland Central Province in partnership with the Environmental Health Team (EHT) under the Ministry of Health and Child Care found that 23 men aged between 17 to 45 had contracted sexually transmitted infections (STIs) from one person. The demographic (students, artisanal miners, KPs etc) characteristics in Bindura has caused a general fear of HIV and STIs among the general population.

## Actions taken.

In April 2023, Collin (not real name) called through the ZNNP+ *Kutabila* Mashonaland Central Platform supported by Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH (GIZ) under the Backup Health Project reported that he had an STI that was seemingly difficult to treat. He had been treated with cypromycin, benzathine, cyprofloxacin, erythromycin, doxycyclin but there was no reprieve on the 'STI' after visiting Mt Darwin and Concession Hospitals, Chidembo and Madziva Clinics respectively. He was referred to private doctors who also gave him prescriptions and an instruction to visit Bindura Provincial Hospital on a particular date. The caller however did not have the consultation fees to go to Bindura Hospital.

The Mashonaland Central *Kutabila* Platform agent consequently referred Collin to see Doctor E. Nyazika at Trojan Mine clinic who agreed to do a free consultation. The tests conducted revealed that the caller had no STI but a phobia. It highlighted a fear that several people may suffer - venereophobia - which is a fear of venereal diseases. This condition

**KUTABILA PLATFORM**  
CALL CENTRE FOR HIV RELATED ISSUES

**TOLL FREE 08080441**

**CALL FREE AND GET LINKED**

- HIV prevention and treatment
- Psycho-social support services
- Key Population and youth friendly services
- Impact mitigation of COVID-19 and HIV
- SRHR services

**OUR STAFF**

- Two medical doctors readily available to assist you.
- One counsellor to advise and guide you on HIV related issues
- One lawyer to legally represent you on health matters.

**HOW TO GET CONNECTED**

- 1** **TOLL FREE**  
08080441  
Call 08080441 and wait for the welcome message
- 2** **SELECT**  
Select your provincial extension on your dial pad
- 3** **CONNECTED**  
Wait to be connected. You're connected

**ADD EXTENSION ACCORDING TO YOUR AREA**

BULAWAYO:	0	MASH-WEST:	5
HARARE:	1	MASVINGO:	6
MANICALAND:	2	MAT-NORTH:	7
MASH-CENTRAL:	3	MAT-SOUTH:	8
MASH-EAST:	4	MIDLANDS:	9

YOUTH, KP AND GENERAL ENQUIRIES #

**08080441**

@znnpinfo | www.znnp.org | @znnpinfo | info@znnp.org

MENTAL HEALTH: HIV, VIRAL LOAD, COVID-19

can medically and psychologically lead to thanatophobia/STI/ paranoia anxiety with somatic symptoms and can lead to high viral loads, and moods outbursts in PLHIV.

*“Venereophobia is between high risk perception suicidal ideation.....a serious mental condition that needs to be managed at the optimum level...”*

Dr. E. Nyazika, Trojan Mine, Bindura

#### Positive Outcome and Impact

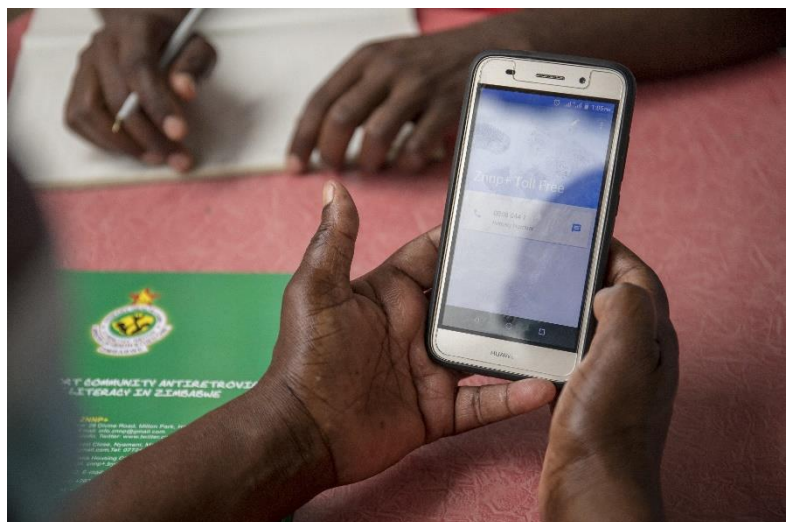
The caller is happy, and the symptoms are slowly disappearing after counselling sessions with support from the *Kutabila* Platform Integrated Virtual Health Facility (IVHF) Mental Health Specialist. Clinicians and community health agents (CHAs) have taken a leaf on the case as it solved many other unknown cases. Today ZNNP+ continues to conduct health education around safer sex and zero stigma. The virtual platform has reached a level where on- time and on-demand free assistance is received from specialists on standby and a web of physical volunteer foot soldiers around Zimbabwe and beyond. Continuous monitoring of the quality of health services is a key ingredient in communities amplifying a coordinated health financing. From January to August 2023, the *Kutabila* Virtual Platform has assisted 2,350 community members to access critical services including access to HIV treatment and care services.

#### Follow up actions needed

*Ndakambopindwa ne mweya wekuti saka regai ndichirova bonde racho risina kudzivirirwa nokuti ndakafa kare...”*

(For a moment I contemplated high risk unprotected sex since I had considered myself already dead)

- Health education on safer sex is needed, emphasizing safety without instilling fear.
- *Kutabila* Platform to have a facility to show callers the direct contact in case of network glitches.
- Need to ensure enhanced service delivery. User fees may still prohibit the person from accessing the service especially for STI services. ZNNP+ will



continue to engage stakeholders including the Ministry of Health and Child Care on the need to eliminate all costs associated with the provision of health services.

*Reach us on Kutabila virtual Platform Toll Free: 08080441 and [www.znnp.org](http://www.znnp.org)*