

CASE STUDY

ZimPost's telehealth project – Advancing inclusive healthcare

ZimPost, in collaboration with a range of national and international partners, has launched a telehealth pilot initiative aimed at enhancing access to healthcare services across Zimbabwe, particularly in rural and remote regions. This initiative aligns closely with Zimbabwe's broader public health policy objectives, notably the drive towards achieving universal health coverage and improving healthcare outcomes in underserved communities. Zimbabwe faces a challenging doctor-to-population ratio of just 1 doctor per 5,000 people, making telehealth especially promising for bridging this healthcare gap.

The project brings together multiple partners, including ZimSmart Villages; Samp Group; MedTech Africa; the Zimbabwe Investment and Development Agency; the Ministry of Health and Child Care; the Ministry of ICT, Postal and Courier Services; and the Zimbabwe National Geospatial and Space Agency. Each organization contributes a unique role – from funding and implementation to health system integration and technology deployment. Leveraging ZimPost's existing network of Digital Centers, which provide digital connectivity and access to digital services (see box 26), the telehealth initiative establishes telehealth kiosks in post offices, thereby bringing advanced medical consultations directly to rural populations. These kiosks, staffed by trained nurses, facilitate remote consultations with doctors situated hundreds of kilometres away, enabling prompt and efficient medical care without requiring patients to travel significant distances. The initiative employs a "hub and spoke" model, wherein each kiosk acts as a central hub surrounded by several smaller telehealth booths around 40 to 50 kms away, extending services even deeper into remote areas.

The telehealth centres offer advanced diagnostic capabilities through sophisticated remote monitoring equipment. Available tests include digital imaging for ophthalmology, rapid chemistry analysis for lipid and uric acid levels, breast cancer screening using AI-enhanced imaging with high accuracy, remote ultrasound scanning for internal organs, digital stethoscopy for cardiac assessments, and portable ECG devices. Patients benefit immensely from quicker diagnoses, reduced healthcare costs, and minimized travel burdens. ZimPost further supports the project by providing essential logistical services, including the transportation of medicines, blood samples, and other critical medical supplies, underscoring the unique value of delivering healthcare services through

the postal network. Plans are underway to significantly scale this initiative, moving from an initial 10 telehealth kiosks to approximately 150 telehealth units nationwide, thanks to investment support from the Samp Group and other partners.



Sources: (Bulawayo24 News, n.d.; Mugadzikwa, 2024; TechMag.TV, 2024; ZimSmart villages, 2025; ZimSmart Villages, n.d.; Zinyuke, 2024)