

The Government of Rwanda has launched two new digital platforms **e-Buzima** and **e-Banguka** in a major step toward modernizing the country's healthcare system and ending long patient queues in hospitals.

The platforms are designed to make healthcare services faster, more accessible, and more efficient by allowing patients to connect with medical professionals through their phones.

e-Buzima will enable patients to self-assess minor illnesses, book appointments, and consult doctors remotely, while **e-Banguka** will facilitate emergency responses by helping patients request ambulances or medical transfers. Hospital administrators will also be able to track ambulances in real time.



The two innovations were unveiled during the **Africa HealthTech Summit** held in Kigali, where African policymakers, researchers, and health experts discussed ways to accelerate digital transformation in healthcare. Rwanda used the event to showcase its growing leadership in health technology.

Health Minister **Dr. Sabin Nsanzimana** said the move is part of a broader strategy to use technology to eliminate inefficiencies in service delivery.

"In the past, we used to line up at banks, but today everyone has a bank on their phone," Dr. Nsanzimana said. "We've been working to solve long waiting lines in hospitals — waiting for consultation, prescriptions, and payments. Now, all that can be done from your phone."

He added that patients will soon be able to use their phones to make appointments, consult doctors, and receive prescribed medication without physically visiting a health facility.

"Everything should be easy and accessible from wherever you are," he said. "You can talk to your doctor, get a prescription, or request an ambulance — all through your phone."



Dr. Nsanzimana noted that while the platforms are still being fine-tuned, progress has been significant. Within the next **three to six months**, he said, the systems

will be fully operational across the country.

The Ministry of Health plans to make the services available to all Rwandans, whether they own smartphones or basic feature phones. Users will be able to access services by dialing a short code and following on-screen or voice instructions.

The launch of e-Buzima and e-Banguka reflects Rwanda's continued commitment to integrating technology into public services, improving efficiency, and ensuring every citizen can access healthcare without barriers.