

## HUMAN INTEREST STORY

### 8205 at the service of People and Communities

Since June 2016, FIS has been implementing a project entitled "Community Observatory" on the Communities' response to the disease on the New Model of Financing Malaria, TB / HIV. This project aims at a better organized community response and the strengthening of the health system. Among the activities already achieved, is an innovative technology based on a call-free number. The application receives calls and messages generated in data, analyzed and documented in a virtual database. The evidences gathered through **82 05** and the link <http://app.fiscameroon.org/index.php/appels/information> are presented during the ongoing Country Dialogue as a source of advocacy for taking into account the needs of beneficiaries. Since November 2016, Cameroonian public opinion is using this innovative tool.

As FIS initiated this Application, it has already recorded many contributions. Among the users is a 35 year old Achilles, Chief Builder / Brick-layer, from the East Region. He stumbled on the Number on his Facebook page and called directly to share his experience, to report on the abuses he had already suffered and of course to inquire on the Health system.

Achilles and his wife have three children aged 1, 3 and 4 ½ years respectively. Whenever one of them is ill with simple or severe malaria, because of ignorance of the Guidelines, the couple still spends huge sums of money in the hospital to preserve their children health. Achilles believes that he will never be able to choose between the health of his children and the conservation of his economy, just as he says he never truly has any kind of free care for his children. He also severely criticizes the behavior of the medical staff of his locality, whom he considers to be heartless and corrupt. He sometimes finds himself obliged to go into debt to take care of them.

This father finds in the Virtual Observatory an attentive ear on which he can confide regularly, just as he takes the opportunity to inform himself. Whenever there is any new information or guidelines from the Ministry of Public Health, he will ask us what it is about and how the decision benefits him. Achilles sometimes goes so far as to ask us what pharmacies are on guard in his locality. What do we mean by Health System Strengthening? Who is Minister of Tourism? Will there be soon a ministerial reshuffle etc? Like to say in this tool, he really finds a faithful companion in which he has total confidence. Because he has never had the chance to go far with studies, he takes advantage of this opportunity to learn more as he told us.

**A story collected by Benoit BISSOHONG B.**