INSTITUTIONAL PRESENTATION

BOKONO RDC

The health app that connects, in one care pathway, patients and everyone who treats them.

Connecting stakeholders. Bringing care closer. Transforming health.

ESPAGNORA SARLU · Kinshasa · 8 November 2026 · platform in test version



THE APP · DEFINITION

What is Bokono RDC?

An integrated digital health platform: a mobile app and a web administration console, designed by ESPAGNORA SARLU for the Democratic Republic of the Congo.

Definition

One place where patients, health professionals and facilities meet, communicate and follow the care pathway, each according to their role and permissions.

Description

- An Android app with a space suited to each profession.
- Appointments, teleconsultation, messaging, medical record, prescriptions, tests, emergencies and payments in one place.
- An administration console to verify accounts and supervise.

THE APP · OBJECTIVE

Making care more accessible, better coordinated and followed up

Mission: putting technology at the service of a more accessible, coordinated and accountable health system.

Access

Quickly find a suitable professional or service, in person or remotely.

Coordination

Connect authorised stakeholders: doctor, pharmacy, laboratory, facility, ambulance, insurer.

Continuity

Keep and share, with the patient’s consent, the information useful for their care.

Prevention

Reminders, follow-up of measurements, pregnancy, children and vaccinations.

Values: accessibility and inclusion · trust and confidentiality · collaboration · responsible innovation · transparency.

THE APP · HEALTH CONTRIBUTION

Its contribution to health in the DRC

Less distance

Consult by audio or video when medically appropriate.

Information that follows the patient

Record, prescriptions and results shared with their consent.

Emergency never blocked

The alert stays available with no subscription or payment.

Mother and child

Pregnancy, child growth and vaccination followed up.

Verified professionals

Diplomas and authorisations checked before accounts open.

Medicines and tests connected

The prescription reaches the chosen pharmacy or laboratory.

Bokono reduces friction in the care pathway; it replaces neither infrastructure, nor staff, nor public policy.

What is new: everything in a single app

All stakeholders

Patients, carers, facilities, pharmacies, laboratories, ambulances, insurers.

Single identity

One record per person, even with several numbers or documents.

Transcribed consultation

Text of the consultation only if patient and doctor both accept; no recording.

Supervised AI assistant

Answers health questions, without diagnosis or prescription.

Connected measurements

Smart Health: blood pressure, pulse, blood glucose... from devices and the phone.

Calls like a messaging app

Answer from the notification, even with the phone locked.

QR medical card

Vital information readable by a clinician, with limited access.

Separate payments

Through Makuta, each professional and facility receives its own payments.

THE APP · ITS SPECIALTY

A digital layer for care coordination

Bokono’s specialty is to **organise the care pathway**: connect the right patient with the right carer, move authorised information and keep a trace of every step.

- Professionals perform the medical acts; Bokono facilitates coordination.
- Rights are defined by role and by care relationship.
- The patient controls the sharing of their record.

Bokono is not

- a hospital or a care provider;
- a professional council;
- an insurer;
- a public emergency service;
- a substitute for health authorities.

Eight service packages

1

Access and identity

Guided sign-up, single identity, verification of professionals.

2

Consultation

Appointments, doctor’s calendar, immediate consultation, teleconsultation.

3

Medical record

History, allergies, consultation reports, QR card.

4

Medicines and tests

Prescriptions, chosen pharmacy, laboratory, results.

5

Emergencies and transport

Alert with no subscription, registered ambulances and responders.

6

Follow-up and prevention

Smart Health, cycle, pregnancy, children, vaccination, reminders.

7

Communication

Bokono Connect: messages, audio and video calls.

8

Coverage and payments

Insurers, mutuals, subscriptions, Makuta payments.

Ten user families around the patient

Each has its own space, limited to its responsibilities and permissions.

Patients
and the children or relatives they care for

Doctors
general practitioners and specialists

Nurses
community care and follow-up

Midwives
pregnancy, birth, newborn

Paramedics
interventions and transport

Facilities
hospitals, clinics, health centres

Pharmacies
prescriptions and dispensing

Laboratories
and imaging centres

Insurers
and health mutuals

Administration
Bokono console: verification and supervision

From care need to follow-up, in six steps

01

Identify

Account, profile, verified identity.

02

Search

A doctor by specialty, hospital or area.

03

Consult

In person or remotely, once the doctor agrees.

04

Prescribe

Prescription and tests, acts of the professional.

05

Carry out

Pharmacy, laboratory, imaging.

06

Follow up

Report, reminders, measurements, continuity.

Separate emergency route: the alert is always available; public emergency services remain the priority and Bokono does not guarantee rescue.

THE SPACES · PATIENT

The patient: their care pathway in their pocket

- Step-by-step sign-up; personal health record.
- Choice of a general practitioner on first opening.
- Appointments on the doctor’s calendar; immediate consultation.
- Teleconsultation, messages and calls with their carers.
- Prescriptions, results and consultation reports.
- Children, pregnancy, cycle, measurements and reminders.
- Health assistant (AI) and emergency alert.



BOKONO RDC · ESPAGNORA SARLU · 10 · screenshot of the test version

THE SPACES · DOCTOR

Doctors organise their consultations and keep clinical control

- Verified profile: diplomas and medical council registration.
- Schedule: confirm a request or propose another date.
- Immediate consultation accepted only when available.
- Patient record according to permissions.
- Prescriptions, tests, consultation report.
- Balance: payments received and payouts.



THE SPACES · NURSES AND MIDWIVES

Continuity of community care

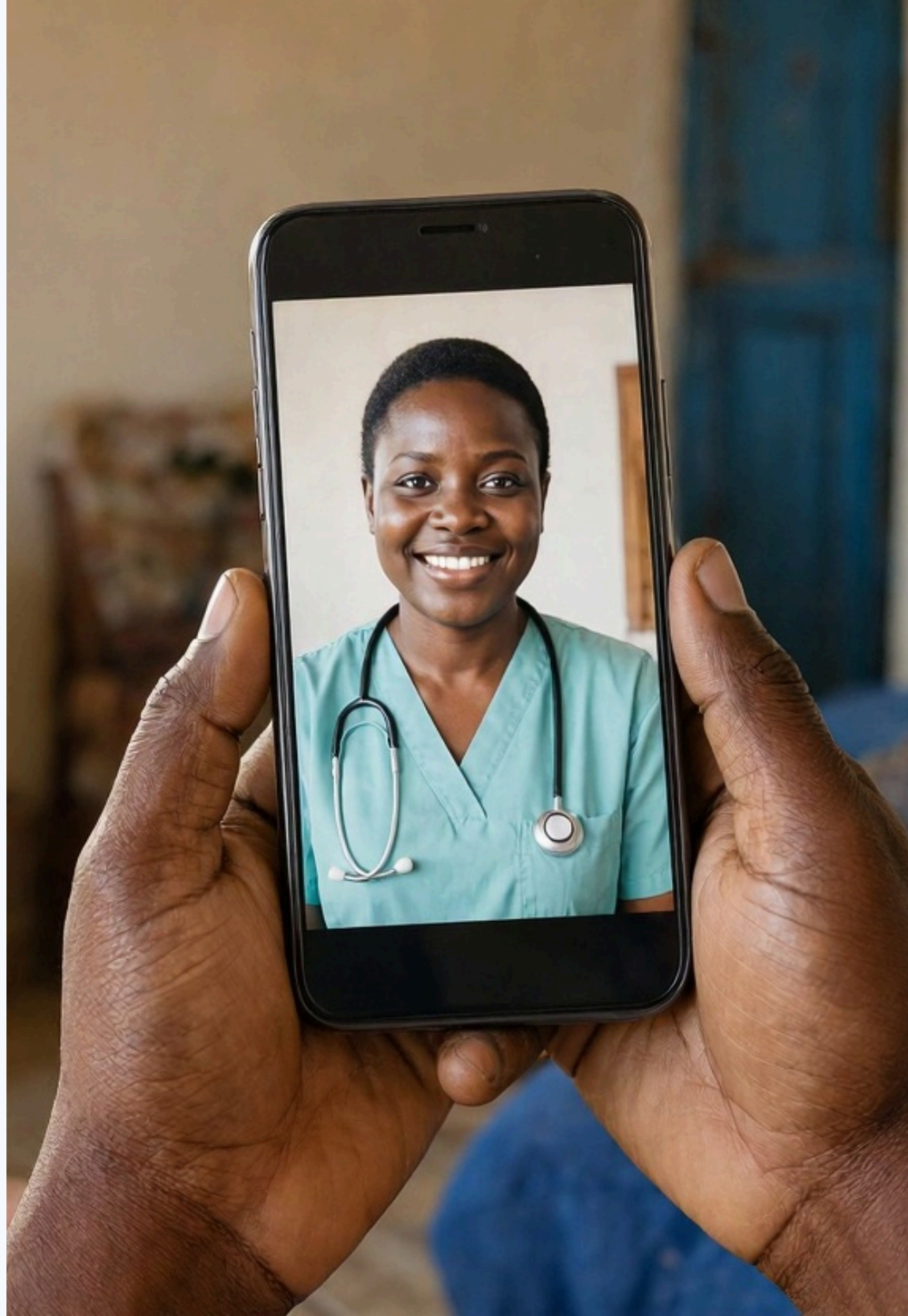
- Nursing record and observations.
- Care planning and follow-up, handovers between teams.
- Prenatal, delivery and postnatal follow-up.
- Breastfeeding and newborn support.
- Referral to the doctor or the facility.



THE SPACES · CHILD HEALTH

Paediatrics and neonatology: from birth to growth

- Growth: weight, height, head circumference.
- WHO reference curves and vaccination schedule.
- Birth information and gestational age.
- Follow-up of premature babies and newborns.
- Children followed from the parent’s account.
- Appointments, reminders and alerts validated by the medical administration.



THE SPACES · FACILITIES

Hospitals, clinics and health centres

- Registration and verification of the facility.
- Directory of services and location.
- Management of affiliated professionals.
- Appointments, referrals and admissions.
- Exchanges with laboratories, ambulances and insurers.
- Activity reports and facility balance.



THE SPACES · PHARMACIES

The prescription reaches the chosen pharmacy

- Verified and geolocated pharmacy account.
- Reference catalogue of medicines and stock.
- Receipt and checking of prescriptions.
- Traced dispensing and substitutions; the pharmacist remains responsible.
- Payments specific to each pharmacy or outlet.



THE SPACES · LABORATORIES AND IMAGING

Tests connected to the care pathway

- Registration and verification of the laboratory.
- Receipt of test requests.
- Follow-up of samples and analyses.
- Results validated by an authorised professional.
- Secure transmission to the patient and the prescriber.



THE SPACES · AMBULANCES AND EMERGENCIES

Coordinating emergencies, without replacing rescue services

- Alert available with no subscription.
- Location shared with the person’s consent.
- Request sent to registered ambulances and responders.
- Mission follow-up and handover sheet for the facility.
- No guarantee of availability or response time.



THE SPACES · INSURERS AND MUTUALS

Connecting health coverage, patients and providers

- Patients join from the app, or declare the membership they already have.
- Management of members and beneficiaries.
- Eligibility checks according to the contract.
- Coverage, invoices, reimbursements and claims.
- Contractual guarantees remain those of the insurer.



Consulting remotely, in three steps

1. **Transcription: yes or no.** Each person chooses; without both agreeing, no transcription.
2. **Start:** audio or video call between the patient and the professional.
3. **End:** the consultation report opens and joins the record.

Confidentiality

No sound or image is recorded. Transcription only exists with double consent.

Teleconsultation does not replace a physical examination when one is needed.

The digital memory of the care pathway

- History, allergies, current treatments.
- Consultations and consultation reports.
- Prescriptions, test results, documents.
- Women’s health: cycle and pregnancy.
- QR medical card: vital information with limited access.
- Access history: who viewed what, and when.

The patient decides

They share item by item, for a chosen period, and can withdraw consent.

No administrative role can open the medical record.

THE TOOLS · SMART HEALTH

Tracking vital signs, with charts

- Blood pressure, pulse, temperature, oxygen saturation, blood glucose, weight.
- Manual entry, Bluetooth device or Health Connect (Android).
- Date, unit, source and device always shown.
- Trend charts on the patient’s home screen.
- Alerts based on thresholds validated by the medical administration; no automatic diagnosis.



Assistance, never a substitute for the professional

For the patient

- Health assistant in conversation, limited to the medical field.
- Results and prescriptions explained in plain words.
- Guidance: when to see a doctor, when to call emergency services.

For the professional

- Draft consultation report, to review and sign.
- Summaries: nursing handovers, pregnancy follow-up.
- Prescription review: allergies and interactions to check.

Never a diagnosis or prescription by AI; data sent without name or identifier; enabled only with the patient’s consent.

Messages and calls between patients and carers

- Text messages, photos and voice messages.
- Audio and video calls from the conversation.
- Answer from the notification, even with the phone locked.
- The other person’s name at the top of every conversation.
- Care and administrative conversations kept separate.

Framed

People exchange with their carers and facilities in a care relationship.

Message text appears in notifications only if the person chooses so.

THE TOOLS · GEOLOCATION AND PREVENTION

Bringing services closer, sharing reliable information

- Search for professionals and services by health zone.
- Availability declared by facilities.
- Location shared with consent, for a limited time.
- Prevention, treatment and vaccination reminders.

No surveillance

Location serves the care pathway and emergencies, nothing else.

Area alerts planned only from validated official sources.

One person, one record: no duplicates

- Stable identifier of the person, separate from the phone.
- Several documents linked: identity card, voter card, passport.
- Phone verified by SMS code.
- Duplicates detected and reviewed by a person; never an automatic merge.
- Separate verification of professionals and facilities.

Why

A phone number changes or is shared: it is not proof of identity.

A single record avoids errors and repeated tests.

BENEFITS · HEALTH PROFESSIONALS

What doctors, nurses, midwives and paramedics gain

Visibility

Verified profile, found by specialty, facility or area.

Schedule under control

Sets their days, confirms or proposes another date.

Consult remotely

Teleconsultation and report, without needless travel.

Complete information

Authorised history, allergies and results before deciding.

Less paperwork

Assisted draft report, electronic prescription.

Income tracked

“My balance”: payments received and payouts, in their own flow.

BENEFITS · MEMBER FACILITIES

What hospitals, pharmacies, laboratories and insurers gain

Facility	Main benefit
Hospitals, clinics, centres	Referred patients, affiliated professionals, activity reports.
Pharmacies	Prescriptions received directly, traced dispensing, own payments.
Laboratories, imaging	Paperless requests, results sent securely.
Insurers, mutuals	Memberships from the app, verified eligibility, invoices and claims tracked.
Ambulance services	Missions received and tracked, handover sheet for the facility.

For all: a verified facility, found in area search, with its own payment flow (Makuta) and balance.

BENEFITS · PATIENTS

The benefit for patients

A doctor closer by

Appointment or teleconsultation without long travel.

Their record with them

Prescriptions, results, reports: nothing gets lost.

Their family followed

Children, pregnancy, vaccinations, from a single account.

They stay in control

They choose who sees what and can withdraw consent.

An affordable cost

USD 1 per month; emergencies remain free.

Better informed

Health assistant, reminders and follow-up of their measurements.



TRUST · SECURITY AND COMPLIANCE

Trust built in from the design

Controlled access

Verified accounts, second factor, rights by role and care relationship.

Traceability

Chained and verified access logs; patients see who viewed their record.

Consent

Sharing, transcription and AI only with the person’s consent.

Four eyes

Sensitive decisions validated by a second person.

Backups

Backup and restore checked automatically.

Before production

Legal review, external security audit, data transfers to assess.

TRUST · BUSINESS MODEL

Modest subscriptions, three separate flows

Category	Per month
Patient	USD 1
Doctor, nurse, midwife	USD 5
Paramedic, pharmacy	USD 5
Facility, laboratory, ambulance service, insurer, mutual	USD 10
Follow-up by a private doctor (paid to the doctor)	USD 5

Flow 1 · Bokono: platform subscriptions.

Flow 2 · Providers: each professional receives their payments.

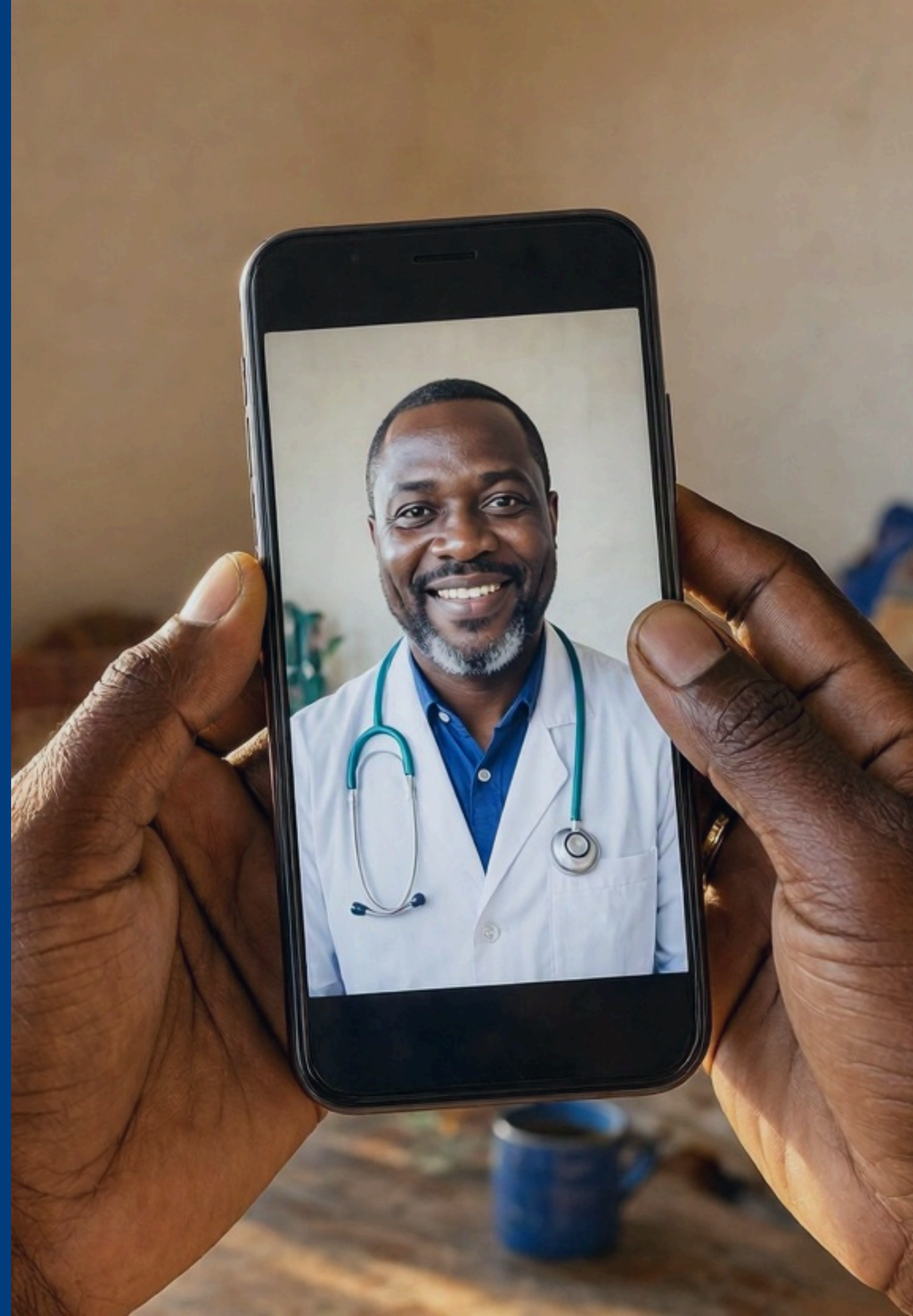
Flow 3 · Facilities: hospitals, pharmacies, laboratories, insurers.

Private doctor: no Bokono commission, three ten-minute consultations per week. Mobile payment through Makuta, awaiting the merchant account. No emergency depends on payment.

THE CONTEXT

Why Bokono, in figures

Health needs in the DRC and digital access: the reference data, then the project owner and the roadmap.



THE CONTEXT · REFERENCE DATA

A major health need, unequal digital access

112.8 M
inhabitants — World Bank, 2025

34.7 M
estimated Internet users, end of 2025

≈ 7 / 10
women reporting at least one barrier to accessing care

4%
of women and men aged 15–49 insured

746
maternal deaths per 100,000 live births (DHS-DRC III; CI 609–882)

65% / 34%
barriers cited by women: lack of money / distance

64.7 M
mobile connections (56.9% of the population, not unique people)

Also: under-5 mortality 93 / 1,000; neonatal 24 / 1,000; 45% of women with at least 4 antenatal visits; 29% with a postnatal check within 2 days.

Dates, methods and reference populations differ between sources.

Fragmented pathways, Bokono’s response

Problem	Observation	Bokono’s response
Access	Cost, distance, few available professionals	Search by area, teleconsultation, USD 1 subscription
Information	Scattered documents and results	Single record, digital prescriptions and results
Coordination	Multiple calls and trips	Organised exchanges between authorised stakeholders
Continuity	Irregular follow-up, reminders and prevention	Reminders, measurements, mother-child follow-up and vaccination

Bokono helps reduce this friction; it replaces neither infrastructure, nor funding, nor staff, nor public policy.

THE PROJECT OWNER

ESPAGNORA SARLU, a Congolese company

Item	Information
Lead company	ESPAGNORA SARLU, Kinshasa
RCCM	CD/KNG/RCCM/23-B-00505
ID-NAT	01-F4300-N28020R
NIF	A2305494Y
Corporate website	www.espagnora.net

IMPACT AND PARTNERSHIPS

Measuring the contribution, building collaborations

Impact to demonstrate

- Access, coordination, follow-up, prevention, quality of exchanges.
- Indicators calculated from real data, never estimated.
- Aggregated reports, without individual data.

Partners to consult

- Ministry of Health, Ministry of Digital Affairs, ANICNS.
- Professional councils and health facilities.
- Technical and financial partners.

No partnership or approval is claimed without written proof.

ROADMAP AND MATURITY

Moving in stages, with transition criteria

PHASE 1
Consolidation: stability, testing, security

PHASE 2
Pilot: pilot professionals and facilities

PHASE 3
Expansion: geographic extension

PHASE 4
Interoperability: authorised systems

In test version

Accounts and identity, appointments, teleconsultation and transcription, messaging and calls, record, prescriptions, tests, Smart Health, AI assistant, Makuta module.

To finalise

Makuta mobile payment (merchant account), automatic sending of Makuta dossiers, document reading and biometric verification by a provider.

Planned

Health alerts by area, national interoperability, large-scale deployment.

Going to production depends on: security audit, clinical validation, legal compliance, tested integrations, training and formalised partners.

CONCLUSION

Connecting stakeholders. Bringing care closer. Transforming health.

- An app that brings the whole care pathway together.
- A project led by ESPAGNORA SARLU, in test version.
- A national ambition, a gradual rollout.
- An approach of collaboration, compliance and accountability.

Open dialogue with authorities, professionals, facilities and partners.

