

What is MomConnect?

MomConnect is a flagship programme of the South African National Department of Health, which aims to support maternal and child health using mobile technology.

Through MomConnect, pregnant women and new mothers receive free maternal health messaging via SMS or WhatsApp, and can access a text-based helpdesk to ask questions or provide feedback on quality of care received.

3 easy ways to Register

Send **join** to **079 631 2456** on WhatsApp

Dial ***134*550*2#** from your cellphone

Scan this **QR code**



*You'll need a 6 digit code from your clinic in order to register

What you get with MomConnect



Free support



Appointment reminders



Answers to your pregnancy questions



Answers to your baby questions

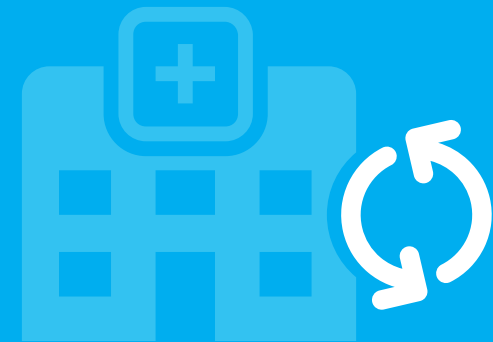
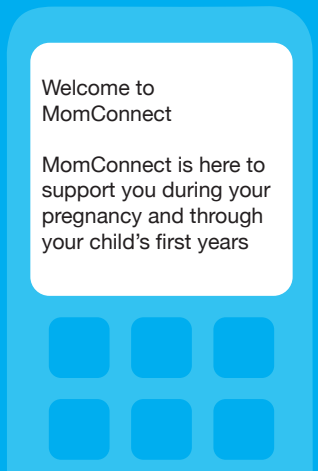


Sisonke Mom

From Baby kicks to first steps.

Helping you be the best mom every step of the way

MomConnect in Action



Registration

Mom can register for MomConnect via WhatsApp or USSD with a facility code from the clinic. A nurse can also assist with registration at the clinic.

1

Messaging

MomConnect is accessible via WhatsApp and SMS. On WhatsApp, moms get appointment reminders, tips, and can browse topics or ask questions. On SMS, they receive twice-weekly messages in any of South Africa's 11 official languages with vital care information.

2

Ask a question

Any MomConnect member can send a question to the helpdesk. An automated system suggests answers using machine learning. Unanswered queries are handled by expert operators who respond with pre-approved answers.

3

Feedback

Mom can send through compliments or complaints about health services and facilities to MomConnect via USSD or WhatsApp. The helpdesk follows up on all complaints.

4

What is MomConnect?

MomConnect is a flagship programme of the South African National Department of Health, which aims to support maternal and child health using mobile technology.

Through MomConnect, pregnant women and new mothers receive free maternal health messaging via SMS or WhatsApp, and can access a text-based helpdesk to ask questions or provide feedback on quality of care received.

3 easy ways to Register

Send **join** to **079 631 2456** on WhatsApp

Dial ***134*550*2#** from your cellphone

Scan this **QR code**



*You'll need a 6 digit code from your clinic in order to register

What you get with MomConnect



Free support



Appointment reminders



Answers to your pregnancy questions



Answers to your baby questions

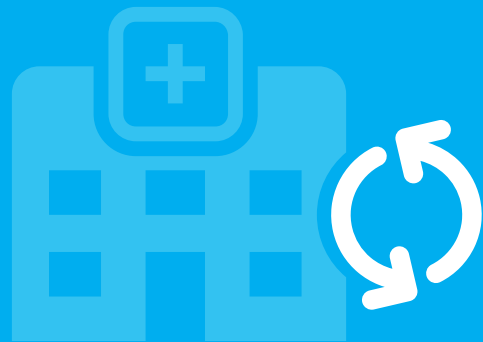
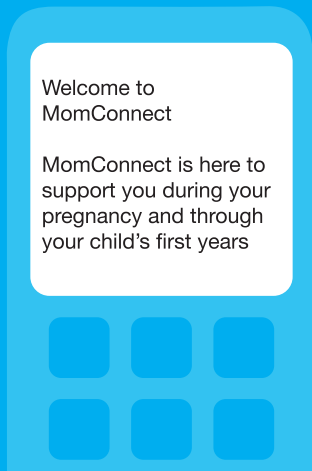


Sisonke Mom

From Baby kicks to first steps.

Helping you be the best mom every step of the way

MomConnect in Action



Registration

Mom can register for MomConnect via WhatsApp or USSD with a facility code from the clinic. A nurse can also assist with registration at the clinic.

Messaging

MomConnect is accessible via WhatsApp and SMS. On WhatsApp, moms get appointment reminders, tips, and can browse topics or ask questions. On SMS, they receive twice-weekly messages in any of South Africa's 11 official languages with vital care information.

Ask a question

Any MomConnect member can send a question to the helpdesk. An automated system suggests answers using machine learning. Unanswered queries are handled by expert operators who respond with pre-approved answers.

Feedback

Mom can send through compliments or complaints about health services and facilities to MomConnect via USSD or WhatsApp. The helpdesk follows up on all complaints.