SLT-MOBITEL And EChannelling Power Sri Lanka S First National Pharmacy Helpline



Chandika Vitharena, Chief Executive Officer of SLT-MOBITEL Mobile handing over the MOU to officials representing the Society of Government Pharmacists.



(L–R): Dr. Asela Gunawardana, Director General of Health Services; Dr. S.H.

Munasinghe, Secretary Ministry; Keheliya Rambukwella, Minister of Health; Ajith Thilakarathna, Society of Government Pharmacists; and Rohan Fernando, Group Chairman of SLT-MOBITEL.



Keheliya Rambukwella, Minister of Health initiating the maiden call of the National Pharmacy Helpline.

In commemoration of the National Pharmacist Day observed in September, SLT-MOBITEL and eChannelling together with the Ministry of Health and Society of Government Pharmacists (SGP), launched the nation’s first National Pharmacy Helpline, reinforcing its commitment to improving healthcare facilities in the country during these unprecedented times.

With over 120 dedicated government pharmacists trained by SLT-MOBITEL to

facilitate calls and provide medical advice, the joint endeavor will enable Sri Lankans to obtain optimal health care services by dialing the NPH hotline 071 622 2555 from the safety of their homes.\

SGP’s vision is to offer the best pharmacy service to the nation, delivering patient-centered care. SLT-MOBITEL and eChannelling support SGP in this timely initiative to enhance connectivity towards an optimal healthcare experience to the public islandwide. As the first step, the project will target Colombo (1-15) and will further expand throughout the country in the coming months.

Patients can contact the dedicated NPH as the first point of contact and receive prescription advice and information online from a pharmacist. Through the helpline, dedicated trained pharmacists will assist the callers. Following that, an SMS link will be provided to the caller to upload their prescription to ensure home delivery of Osusala medicine. The service is available trilingual for the convenience of the public.

Helping SGP in its digital transformation, SLT-MOBITEL and eChannelling has powered the dedicated National Pharmacy Helpline (NPH) and the addition of the government hospital pharmacy service to facilitate any further assistance required by patients.

SLT-MOBITEL ensures that the public can upload an image of the prescription online via the eChannelling Prescription Upload page, echannelling.com/ echannelling-prescriptionview, which undertakes to ensure Osusala medicine delivery to the patients’ doorstep through government registered pharmacies.