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AUTHORISED STARLINK RESELLER

PARATUS CASE STUDY

Strengthening HIV healthcare through reliable connectivity.

Paratus Zambia deployed Starlink connectivity to 250 healthcare facilities, enabling digital healthcare delivery and improving access to life-saving HIV services across remote communities.

Overview

Right to Care Zambia (RTCZ) partnered with Paratus Zambia to deploy Starlink connectivity across **250 healthcare facilities** in Luapula, Muchinga and Northern Province. **Powered by Paratus Essential Access**, the solution provides reliable connectivity that supports digital healthcare systems, strengthens HIV treatment programmes and improves patient care in remote communities.

The Challenge

Healthcare facilities in remote regions faced unreliable connectivity, limiting access to digital health systems and affecting patient care.

Key challenges included:

- Limited or unreliable internet connectivity
- Dependence on paper-based patient records
- Delays in accessing laboratory results
- Difficulties managing patient referrals
- Increasing data demands as facilities adopted digital healthcare systems

The Solution

Paratus Zambia deployed Starlink connectivity through its Essential Access solution across **250 healthcare facilities**. The connectivity supports the use of **Zambia's SmartCare EHR system**, enabling healthcare workers to access digital patient records and communicate more effectively across healthcare facilities.

The installation process

The rollout was:

- Deployed across 250 healthcare facilities
- Powered by Starlink LEO satellite technology
- Enabled through the Paratus Essential Access package
- Designed for continuous, reliable connectivity

Location:
Zambia

Healthcare Facilities
250

Provinces Supported
3

250
Healthcare facilities connected

3
Provinces supported

100%
SmartCare-enabled connectivity

24/7
Reliable Internet connectivity

The Impact

1. Better patient care

Healthcare workers can access patient records in real time, improving continuity of care and treatment outcomes.

2. Faster clinical decision-making

Reliable connectivity enables quicker referrals, faster access to laboratory results and improved case management.

3. Stronger healthcare systems

Digital health systems have improved operational efficiency while supporting frontline healthcare workers across remote communities.

Performance & reliability the school reports:

- Stable and reliable connectivity
- Improved SmartCare system performance
- Reliable access to digital patient records
- Greater confidence in digital healthcare delivery

> "Reliable connectivity is an essential enabler of life-saving healthcare. It allows our teams to use SmartCare effectively, improve continuity of care and respond faster when patients need us most."
>
> *– Paul Chinyemba - Right to Care*

Conclusion

The partnership demonstrates how reliable connectivity can support digital healthcare delivery in remote areas of Zambia. By connecting **250 healthcare facilities**, Paratus Zambia is helping healthcare workers access the digital tools and information needed to support HIV treatment, strengthen continuity of care and reach communities across Luapula, Muchinga and Northern provinces.

Cost efficiency

Paratus Essential Access provides predictable, uninterrupted connectivity without the limitations of traditional data bundles, reducing service interruptions and improving operational efficiency.

Looking ahead

As the programme continues to grow, the partnership will further strengthen digital healthcare delivery by refining connectivity planning, improving technical support and creating a scalable model for connected healthcare across Zambia..