

U-Report Chatbots: Healthy and Unhealthy Relationships and HIV/AIDS

Introduction

U-Report is a messaging platform for adolescent, youth and community participation. It's a key tool to share information, raise awareness, and collect quantifiable data on specific areas that impact children, including the most vulnerable.

U-Report can be used in different ways to deliver on **development, humanitarian** and **advocacy** priorities

WEEKLY POLLS



Template Dashboard / website

LIVE CHATS



U-Partners Partner case management
White label: CasePro

U-REPORT BOTS



Rapid Pro Machine automated responses

MOBILIZING PEOPLE



Connecting young people physically to take an Action

What are chatbots?

Chatbots are automated responses and messages and on U-Report Uganda, we have created various information bots designed to educate, raise awareness, and share information on where to seek services to our users. The bots can be accessed via SMS and WhatsApp U-Report channels by texting the trigger word **MENU**.

1. Healthy and Unhealthy Relationships information flow

Healthy & Unhealthy Relationships content
Greetings U-Reporter! Well done for picking this important topic. We'll start by learning about HEALTHY and UNHEALTHY relationships.
My friend, everyone has the right to enjoy healthy relationships where both persons feel happy, valued and safe. Unhealthy relationships can be harmful and usually one or both persons involved in the relationship are unhappy.
A healthy relationship is where decisions are made together, and that neither person dominates the relationship. A healthy relationship is based on strong communication, honesty, equality, responsibility and mutual respect.

An Unhealthy relationship, on the other hand, are often characterized by poor communication and unequal decision-making.

This might make communication extremely difficult and might put one or both partners at greater risk of sexual abuse, sexually transmitted infections and unplanned pregnancy.

That's it for your first lesson on relationships, send Y if you learned something new or N if you didn't!

Thanks for sharing your feedback. Check back soon for more!

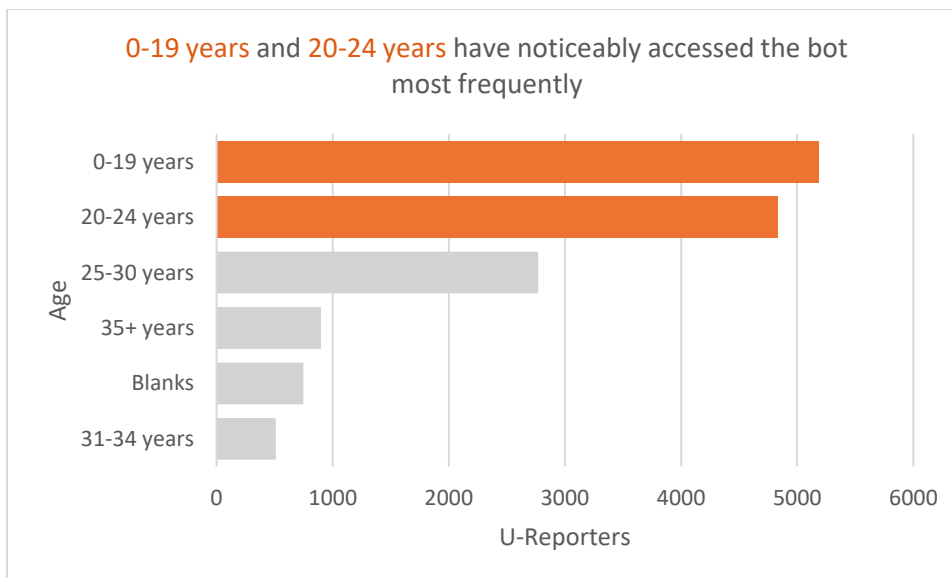
Don't forget, you can call Ministry of Health toll free line 0800 100 066, Marie Stopes tollfree line 0800220333 or SMS Straight Talk on 6300 to get help from trained counselors on issues like this.

Total users reached in 2022 = **14,947**

1,024 migrants, displaced persons, and refugees

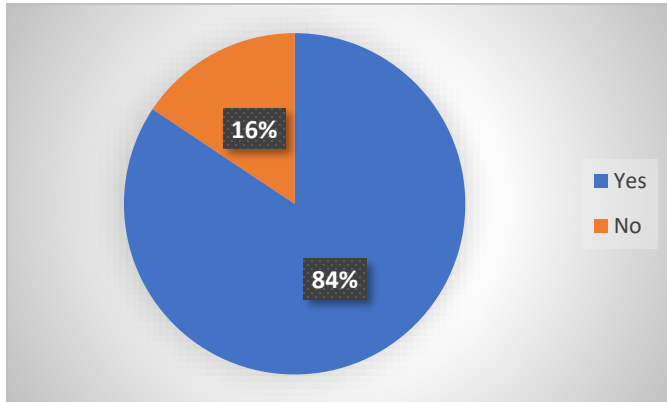
Gender: 65% Male 35% Female

Age:



Feedback from users:

We asked users if they found the information share useful and 84% said Yes it was.



2. HIV/AIDS Information flow

Under this bot we share information on to help our users understand what HIV/AIDS is and information on the HIV status, testing and prevention.

Topic 1: What is HIV/AIDS?
<p>We know talking about HIV and AIDS is not always easy. Having questions or concerns about this topic is perfectly normal and many times others have questions or concerns similar to our own. Let us start by telling you what HIV and AIDS means.</p>
<p>HIV stands for Human Immune Deficiency Virus. If you get it, it prevents your immune system from working. The immune system is your body's defense against illness and disease. If your immune system isn't working you are exposed to a range of infections and diseases. Type 1 to learn what happens once someone is infected with HIV.</p>
<p>A person with HIV becomes weaker and develops illnesses, including one called AIDS. AIDS stands for Acquired Immune Deficiency Syndrome. Acquired means that it is passed from one person to another - it doesn't just happen on its own.</p>
<p>Having AIDS is when someone infected by HIV develops one or more potentially life-threatening infections and illnesses that happen when your immune system has been severely damaged by HIV. Type 1 to find out exactly how HIV is passed on.</p>
<p>HIV can be transmitted through 1) unprotected sexual intercourse (vaginal or anal), and oral sex with an infected person; 2) transfusion of contaminated blood; 3) between a mother & her infant during pregnancy, childbirth & breastfeeding; 4) sharing knives, needles or syringes often used in getting tattoos or for drug use.</p>
<p>A person with HIV can take medication which can slow down the progress of the virus and avoid ever reaching the stage of AIDS. However these drugs can be expensive and hard to get in some communities. Friend, we hope you found this information on HIV and AIDS useful, send Y if you learned something new or N if you didn't!</p>
<p>Thanks for your feedback, your opinion matters to us!</p>

Please call our friends at Ministry of Health toll free line 0800 100 066, Marie Stopes tollfree line 0800220333, or text Straight Talk on 6300 and they can give you one on one support about HIV/AIDS if you need it.

Stay tuned for more info on HIV/AIDS via U-report, meanwhile type MENU for other topics.

Topic 2: HIV Status, Testing & Prevention

You cannot tell someone's HIV status by just looking at them! The best way to know if you have HIV is by testing to know your status, and ideally your sexual partner(s) should get tested too.

A person infected with HIV may remain healthy for several years with no physical signs or symptoms of infection. After a person has been infected with HIV for a period of time (often many years) they may contract one or more specific infections that will be a warning sign.

Type 1 to find out about getting a test and what happens.

Voluntary Testing and Counseling (VCT) is the process by which a person can find out whether or not he or she has been infected with HIV, the virus that causes AIDS. In many health clinics a person is counselled before and after the test, regardless of the results.

Friend you should know that testing does not prevent you from contracting HIV. If a person tests positive, the counsellor will discuss with the person all of the behaviors to avoid in order that he or she avoids infecting his or her partner (or children)

1. Learn about care and treatment 2. Back to main menu

There is no cure for AIDS, although there are ways to treat the symptoms. Treatment means the use of medicine that can cause symptoms to be less painful. It is important for people with HIV and AIDS to eat a nutritious diet so that they can fight the infection. Nutrition and HIV are strongly related to each other. People who are malnourished are more likely to progress faster from HIV to AIDS, because their bodies are weak and cannot fight infection.

1. Learn about Prevention 2. Back to main menu

Dear friend, Abstinence is the most efficient way to prevent contraction of any STIs/STDs and HIV/AIDS. If you already are sexually active, consistent and correct use of condoms protects you against HIV/AIDS and involuntary pregnancy. Remember, HIV/AIDS cannot be prevented by having sex with a virgin, showering after sex or taking the contraceptive pill

1. Learn about HIV and Sex 2. Back to Main menu

People with HIV or AIDS need to always use a condom during sex. They need to be careful not to infect another person with HIV. They also need to avoid getting re-infected with HIV or infected with any other germ.

Everybody should get tested before starting to have sex (only a blood test can show if you have HIV). Including people who say they are virgins considering some people might acquire HIV at birth or by sharing unsterilized instruments to tattoo, shave, circumcision, etc.

Please call our friends at Ministry of Health toll free line 0800 100 066, Marie Stopes tollfree line 0800220333, or text Straight Talk on 6300 and they can give you one on one support about HIV/AIDS if you need it.
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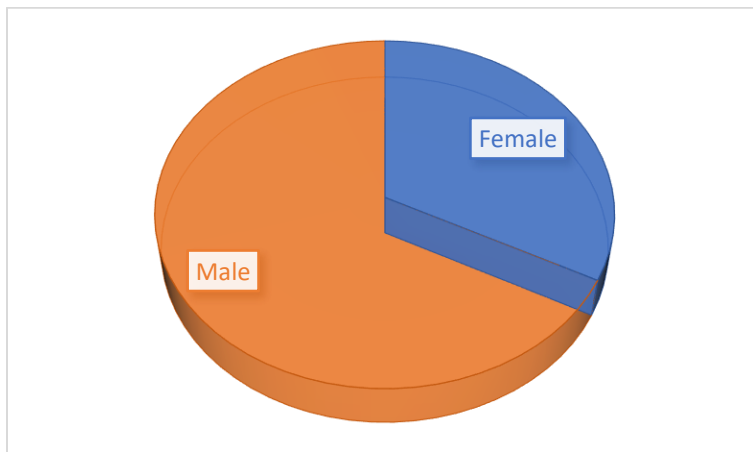
Total users reached in 2022 = **6,132**

The users were more interested in the information bot of HIV Status, testing and prevention.

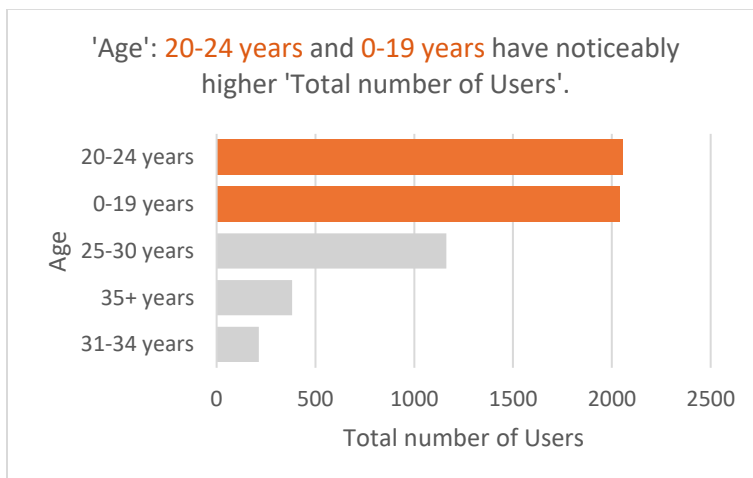
- What is HIV/AIDS information bot = **2,207**
- HIV status, testing and prevention information bot= **3,925**

456 migrants, displaced persons, and refugees

Gender: 67% Male 33% Female



Age groups



Feedback from users

We asked users if they found the information share useful and 91% said Yes it was.

