



SHOUT-IT-NOW
FAST. FREE. FRIENDLY. HEALTH SERVICES

Community Voices at the Centre: Guiding ethical AI in HIV Services

Ms Nomaxabiso Tata

Shout-It-Now

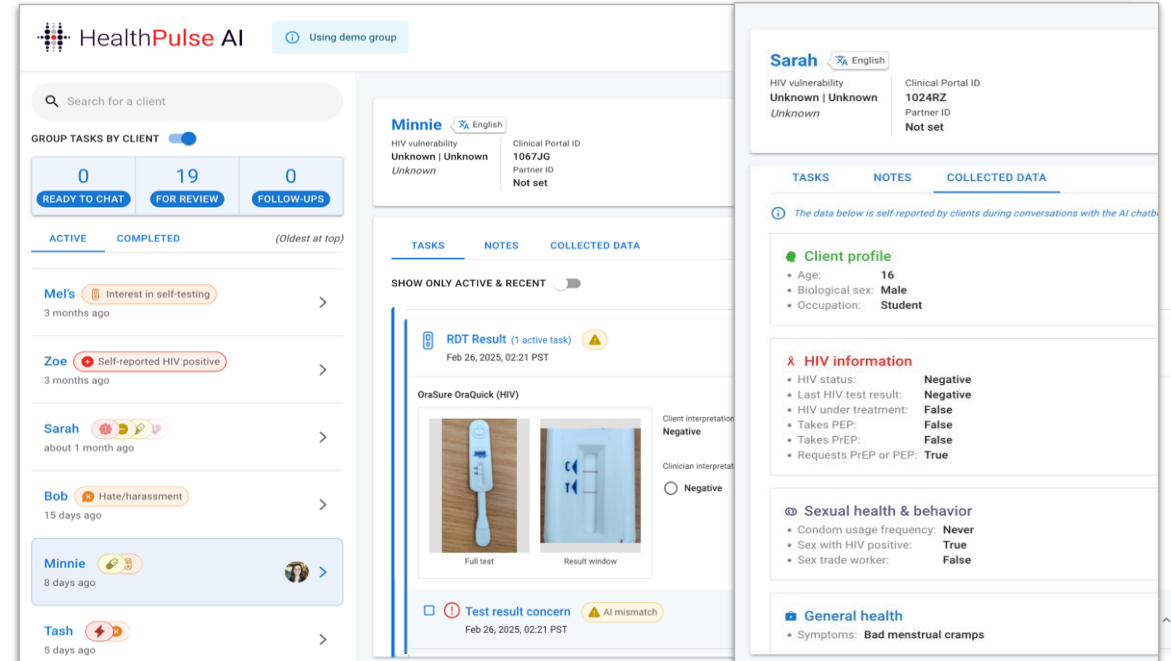


Self-Care from Anywhere: High-level architecture

Client AI Companion



Clinical Portal (for HCWs)



Program Customizable pre-built Components



Knowledge base



Slang dictionary



Risk model/screeners



AI Personas



Referral pathways and nudges



Discrete data elements extracted



Health conditions supported

Core Services



AI Orchestrator and context engine



Reminders



Computer vision and digital guides for supported RDTs



Real-time monitoring, risk & harm detection



Longitudinal client record

AWS Cloud Hosting



AI as a Front Door to Care: Extending Efficiency & Trust

Key results seen in the Aimee study from March - Nov 2025

Clinician Efficiency: AI Serves as a front-door, triaging and supporting 24/7, escalating to clinicians when needed for care



- > **93% of clients who chatted with a nurse, chatted with AI first.** AI supports education, information, demand generation for testing/PrEP while nurses handle clinical tasks & harm escalations.

Care Education & Uptake: Over the 9 month study, the youth chatbot onboarded 9,310 young people, with 70% actively engaging with the chatbot, and 50% meaningfully engaged with the AI companion.

Program Goal: education, information, demand generation for & uptake of HTS & PrEP

- > **35% of clients took up care of any type**, who engaged with a core chatbot function (*HIVST, care finding, clinician request, AI Chat*)
- > **% Clients, after engaging with the AI companion: (N=4643)**
 - o **49% took up any care**
 - o **45% tested for HIV**
 - o **19% initiated or refilled PrEP**
 - o **29% screened for STIs**
 - o **28% screened for TB**
 - o **10% pregnancy test** or maternal services



Aimee for HIV Prevention:
AGYW in South Africa
Study w/Shout-it-Now
March-Nov 2025



RIAS Community Chatting About?



What's on your mind?

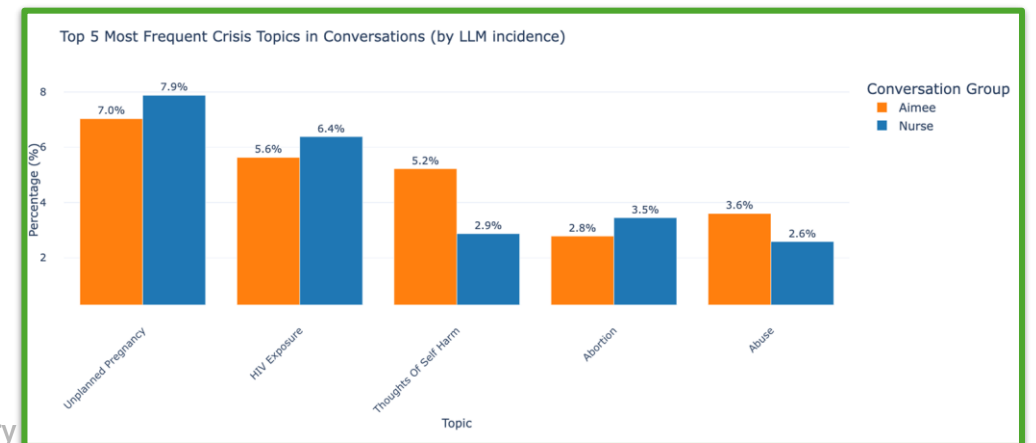
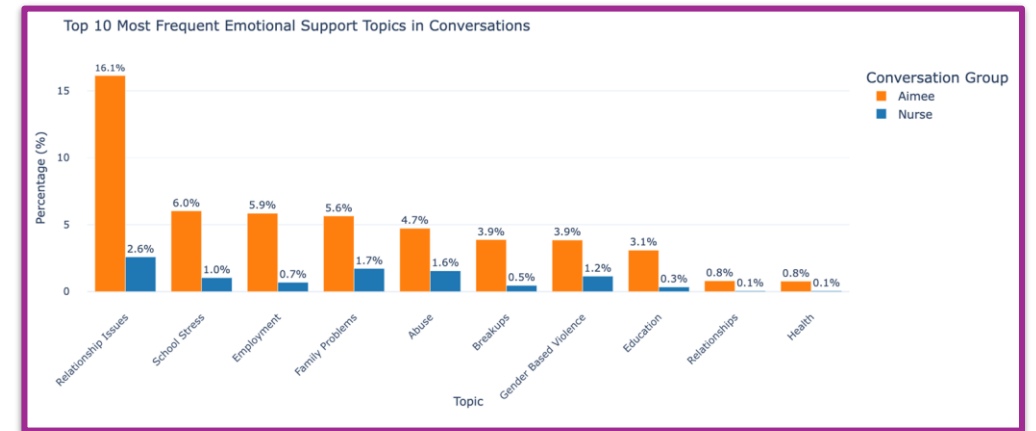
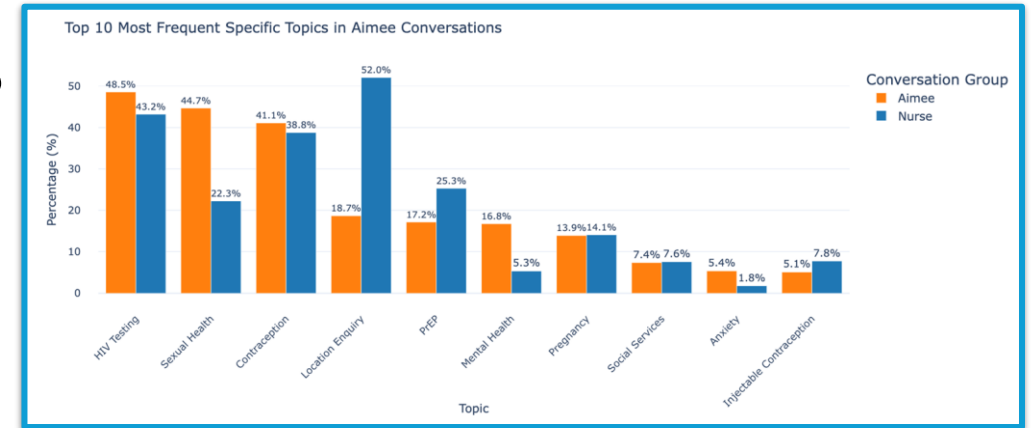
I think I might be pregnant

Key use cases:

1. **Q&A on a specific topic**
2. **Emotional support**
3. **Crisis situation**

→ Nearly **30%** of messages sent to Aimee by clients happen outside of normal working hours for clinicians or clinics

→ AGYW are more likely to engage in **“Crisis”** & **“Emotional Support”** use cases after hours, when no nurse is available



She told Aimee she was thinking about ending her life – not in the first conversation, but in the third.

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Thank you