

YONKE INTO IZOLUNGA



www.coachmpilo.co.za

**KuMAHHALA.
KuYIMFILHO.
KuTHEMBEKILE.**

Scan ukuze uxhumane
no Coach ngokushesha



Standard WhatsApp messaging rates apply.

Beyond the Clinic: Leveraging AI to Bridge Psychosocial Gaps in the South African TB Care Cascade

*SA TB Conference, 10 June 2026
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health
Department:
Health
REPUBLIC OF SOUTH AFRICA



Key features and functionalities of Coach Mpilo AI



Kwesinye isikhathi kudingeka nje umuntu ongakhuluma naye ngendlela engekho nengcindezi, ngaphandle kokwesatshiswa. Lapho uthola izeluleko ezinhle, uyazizwa uphumule.

-  On WhatsApp—no need to download an app or go to a website
-  Available in isiZulu and English (with more than half choosing isiZulu)
-  Available anytime, 24/7
-  User-driven, with data collection happening gradually over time
-  Free (although users do need data or WiFi access)
-  Private and confidential—appealing for sensitive topics
-  Accurate and reliable—drawing from NDOH and WHO guidelines
-  Provides emotional support, not just information
-  Framed as a general health tool, for versatility and avoidance of stigma
-  Encourages linkage/return to the clinic for in-person care
-  Refers users to a real-life health worker or another source of support as appropriate.

Coach Mpilo AI provides health information but also offers psychosocial and practical support

Health information

I'm feeling so much better—can I stop taking these TB pills now?

They told me I must start treatment, but I feel fine—can I just wait until I need it?

I'm so tired of taking these pills. Isn't it ok if I take just a short break?

Psychosocial support

I missed my last clinic visit. I know I need to go back, but I'm so scared of what the nurse will say.

I tested positive and I'm so down. My life is over...

I want to tell my partner I have HIV, but I'm so anxious about how she'll respond.

Linkage / transfer

I just did a TB screener online, and it looks like I might have it. What do I do now?

I'm moving to a new city for work. How do I transfer to a new clinic?



LET ME BE YOUR PERSONAL AI HEALTH COACH!

CHOOSE YOUR COACH AND START CHATTING RIGHT AWAY.

FREE. CONFIDENTIAL. RELIABLE.

Ask me anything, I'm here for you.

Message on WhatsApp 087 373 1634

Or scan the QR code to connect instantly.

Standard WhatsApp messaging rates apply.

The graphic features four diverse avatars of people in medical-style uniforms. At the bottom left is the Coach Mpilo logo with the website www.coachmpilo.co.za. At the bottom right is a QR code for WhatsApp connection.

Coach Mpilo AI sends reminders and nudges supporting clinic attendance and retention in care

Proactive nudges

KeDezemba! Traveling soon?



Don't let missing your meds spoil the vibe. Make sure you have enough for the festive season. 🎉

Need help with a refill? Let me know and I'll help you make a plan.

Already have a clinic date? I can also give you a reminder.

16:54

↩ Set a reminder

↩ Chat with my coach

User-driven reminders

...for clinic visits

👋 Hey! It's good to hear from you again. What's on your mind? 14:52

Hi. The nurse told me you can help me set a reminder for my next visit? 14:52 ✓

Would you like me to set up a reminder for your upcoming clinical visit? 14:53

Yes please 14:53 ✓

When is your next clinic visit?

Please enter it as day-month-year. For example, today is 08-06-2026. 14:53

08-09-2026 14:53 ✓

Just to confirm, your next Clinic visit is September 8? 14:53

↩ Yes, confirm

↩ No, change date

Coach Mpilo | by PSI & Aud...
Just to confirm, your next Clinic visit is September 8? 14:53 ✓

Yes, confirm 14:53 ✓

Which clinic are you planning to visit? 14:53

Inanda 14:53 ✓

Check your reminder details:

- Reminder Type: Clinic visit
- Visit Date: September 8
- Clinic: Inanda

14:53

↩ ✓ Confirm

↩ ✗ Cancel

Coach Mpilo | by PSI & Aud...
Check your reminder details:

- Reminder Type: Clinic visit
- Visit Date: September 8

✓ Confirm 14:54 ✓

✓ All set! I've scheduled your reminder for your Clinic visit on September 8. I'll remind you the day before.

...for medication refills

Sun, 24 May

Tomorrow is the Day

🕒 Hi, this is a quick reminder that your refill pickup is scheduled for tomorrow.

Click "Done" if you've already collected it. 09:00

↩ Done

↩ Return to menu

Mon, 25 May

Coach Mpilo | by PSI & Aud...
Tomorrow is the Day

🕒 Hi, this is a quick reminder that your refill pickup is scheduled fo... 18:58 ✓

Done 18:58 ✓

✓ Thanks for letting me know. I've marked this refill as collected. Would you like me to schedule a reminder for your next pickup too? 18:58

↩ Yes, Add next pickup

↩ No, I don't want it

Yes, Add next pickup 18:59 ✓

Check your reminder details:

- Refill: PrEP (Oral HIV Prevention)
- Cadence: 3 months
- Next Due: August 25
- Location: Clinic

18:59

↩ Yes, Add next pickup

↩ No

Coach Mpilo | by PSI & Aud...
Check your reminder details:

- Refill: PrEP (Oral HIV Prevention)

✓ Confirm 19:03 ✓

✓ All set! I've scheduled your reminder for your PrEP (Oral HIV Prevention) on August 25. I'll remind you the day before. 19:03

↩ View my reminders

↩ Return to main menu

Coach Mpilo AI provides empathetic follow-up and support for return to care

Supportive follow-up

Missed appointments

Hi, this is Sibongile from Ndahleni Clinic. We haven't seen you recently and wanted to check that you're ok.

If you have questions or need support, we now have a FREE WhatsApp health coach, available 24/7. Just message 'Hi' to 087 373 1634 or tap here: [link].

We're here to support you.

Late refills

Hi, this is Hlengiwe from Thokozani Clinic. You were due to collect your refill on [date]. If you've already gone — well done! 🙌 If you haven't gone yet, you can still come and collect.

We also now have a free WhatsApp health coach available 24/7 to answer your health questions and help you set reminders.

Just message 'Hi' to 087 373 1634 or tap here: [link].

We're here to support you.

UKUBA NOLWAZI, KUKWENZA UZIZWE KANGCONO.



**KuMAHHALA.
KuYIMFILHO.
KuTHEMBEKILE.**

Scan ukuze uxhumane no Coach ngokushesha



Standard WhatsApp messaging rates apply.

Coach Mpilo AI delivers in-chat nudges to promote health literacy and health-seeking behaviours

Did you know...?

TB is common in South Africa—and if someone is living with HIV, their risk can be higher.

The good news: TB prevention is available! Anyone with HIV should ask for it the next time they go to the clinic.

Want to know more?

*If response
is yes*



Sure! 😊

People with HIV are more likely to get TB, due to a weakened immune system. Taking HIV treatment every day can help by making the immune system stronger. But it's still a good idea to take TB prevention too, for extra protection.

Someone only has to take TB prevention for 3-12 months--it's not forever. And it reduces the chances of getting TB by up to 90%!

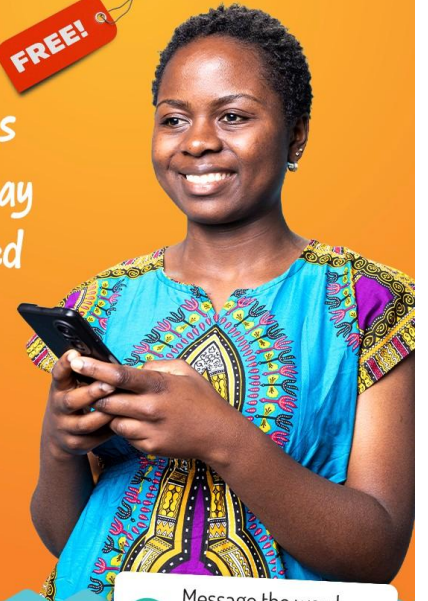
TB prevention is free at the clinic. If you or someone you know is interested, a nurse can provide more information.

GOT A HEALTH ISSUE AND NOT SURE WHAT TO DO ABOUT IT?
AKUNANKINGA
GET ANSWERS TODAY

FREE!

*Sexual health questions
Cough that won't go away
Feeling down or stressed
Stomach pain
Not sleeping well*

**No matter the question,
Your AI Health Coach
has an answer.**



Your Personal AI Health Coach
FREE.
CONFIDENTIAL.
RELIABLE.

Message the word
FREE to 087 373 1634
to start chatting now

Coach Mpilo AI screens and refers users for TB, anxiety, depression, and harmful substance use

The system automatically monitors chats for ‘red flags’, which trigger a brief screener and, if appropriate, referral for additional support. Screeners are validated and in use by the Department of Health, and available in English and isiZulu.

Tuberculosis

Have you had close contact with someone with TB?

☰ Tap here to respond

Do you have a cough?

☰ Tap here to respond

Thanks. And how long ago did the cough start?

☰ Tap here to respond

Thanks. Have you had a high fever in the past few weeks?

☰ Tap here to respond

Thanks. Have you been losing weight without trying to?

☰ Tap here to respond

Thanks. Last one: Are you sweating a lot at night?

☰ Tap here to respond

Anxiety

Over the last two weeks, how often have you felt nervous, anxious or on edge?

☰ Tap here to respond

Thanks. And how often have you have you not been able to stop or control worrying?

☰ Tap here to respond

Depression

Over the last two weeks, how often have you felt little interest in doing things?

☰ Tap here to respond

Thanks. And how often have you felt down, depressed or hopeless?

☰ Tap here to respond

Harmful substance use

How often do you have a drink?

☰ Tap here to respond

Thanks. And how many drinks do you have on a normal day?

☰ Tap here to respond

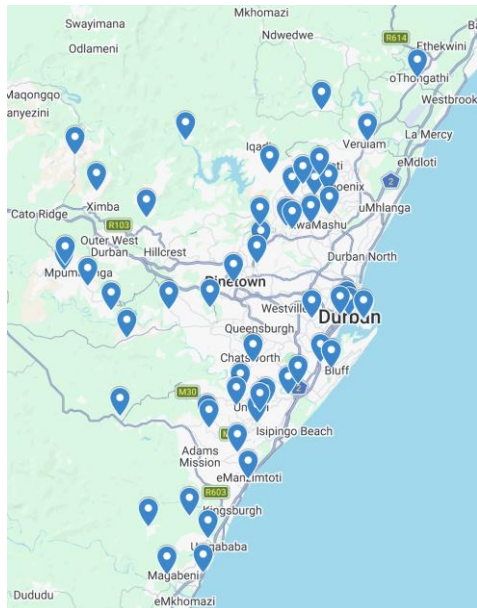
Thanks. Last one: How often do you have six or more drinks in one session?

☰ Tap here to respond

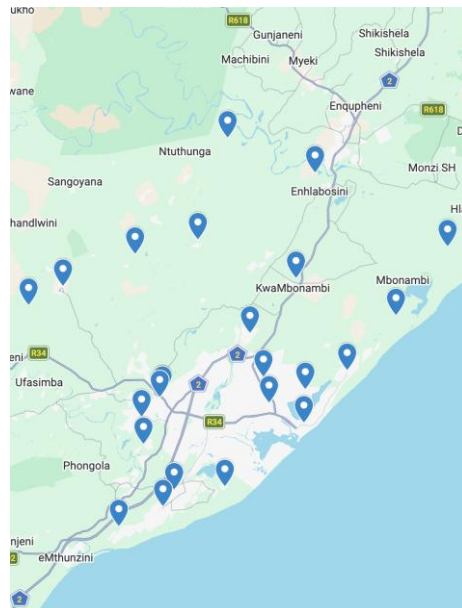
Coach Mpilo AI is in 77 facilities across 3 KZN districts, with 44 facilities and 3 districts yet to be onboarded

Facilities	Providers
77 fixed and mobile facilities onboarded to date	2 410 providers trained to date
44 fixed and mobile facilities pending onboarding	1 649 clinicians 761 CHWs ±1320 providers pending training

eThekwinini: 61 facilities



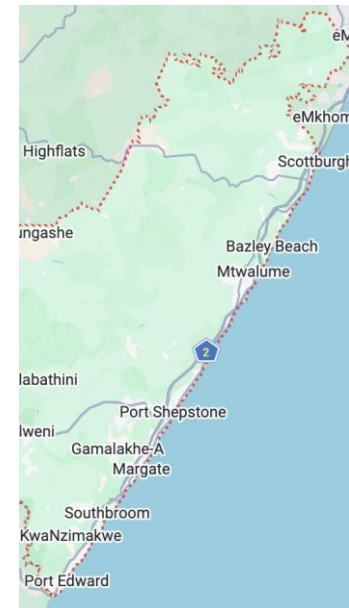
King Cetshwayo: 25 facilities



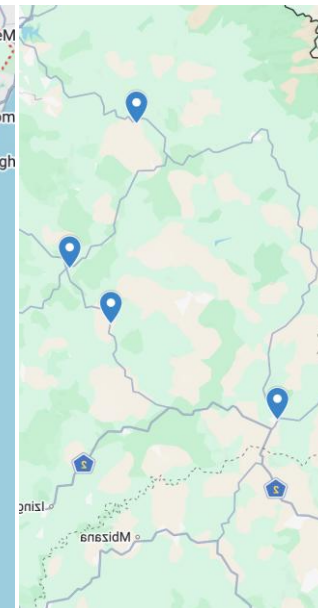
uMgungundlovu: 15 facilities



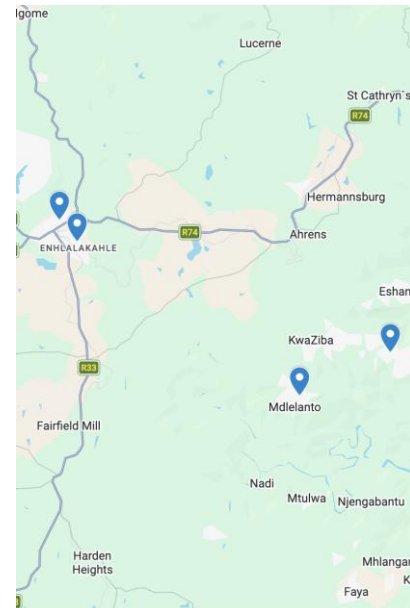
Ugu: 12 facilities TBC



Harry Gwala: 4 facilities

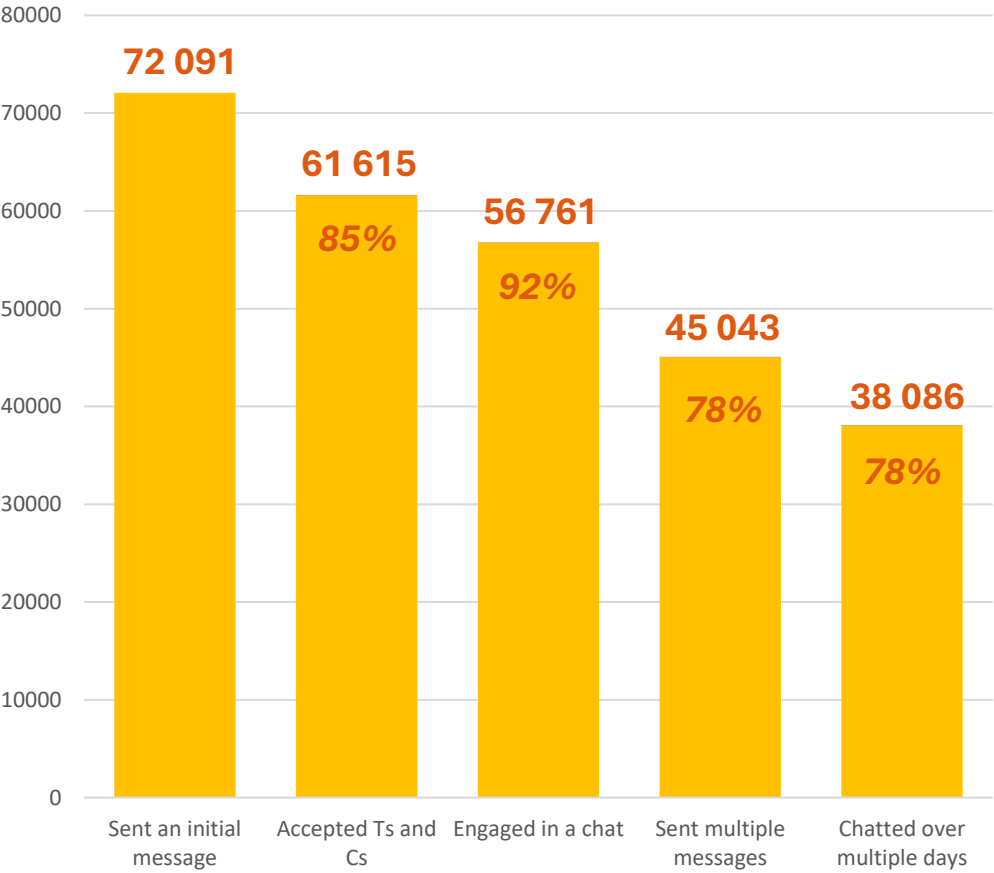


uMzinyathi: 4 facilities



User uptake, engagement and other relevant metrics have been encouraging

AI Coach cascade



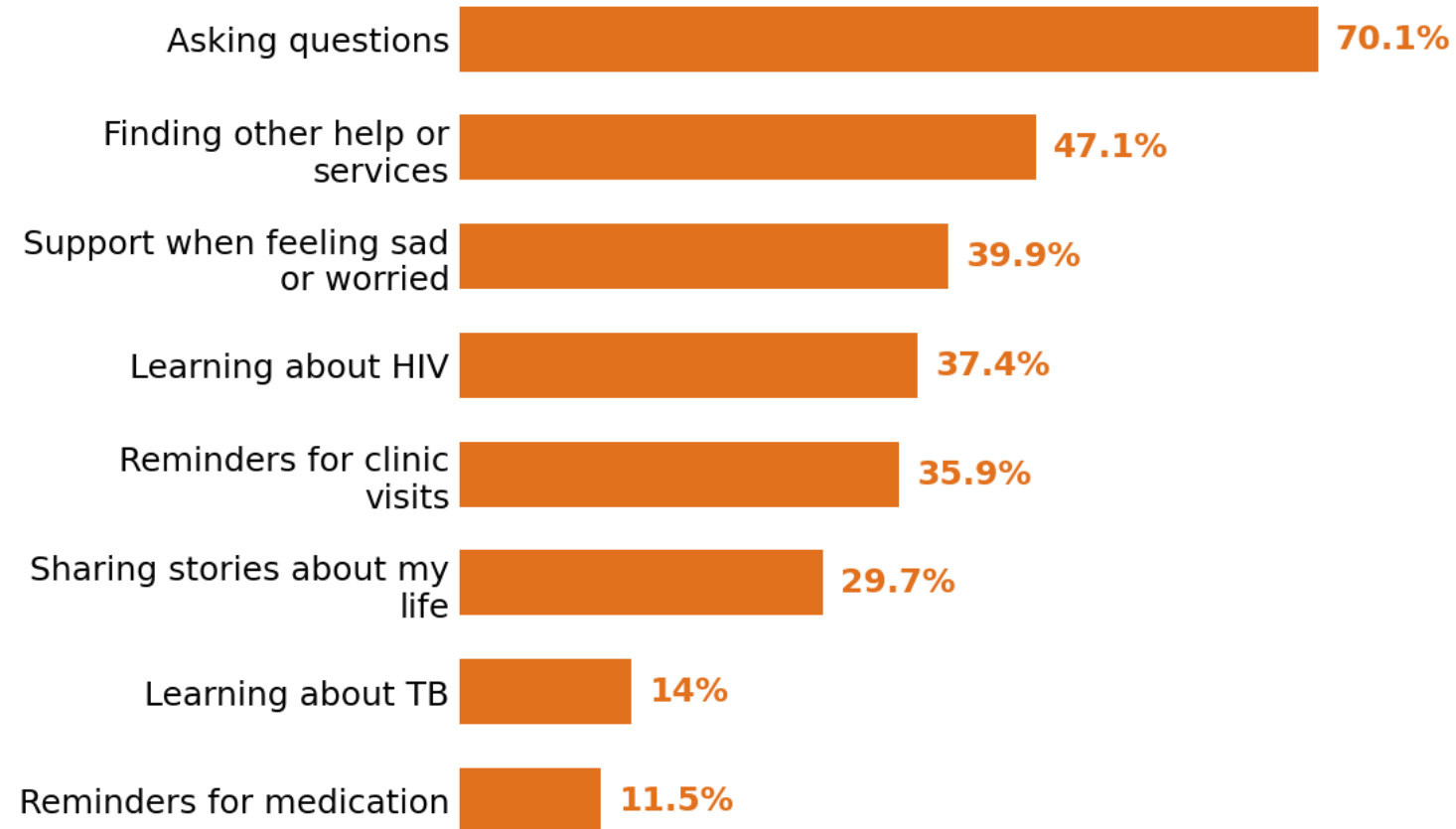
As of 1 June 2026

Additional indicators

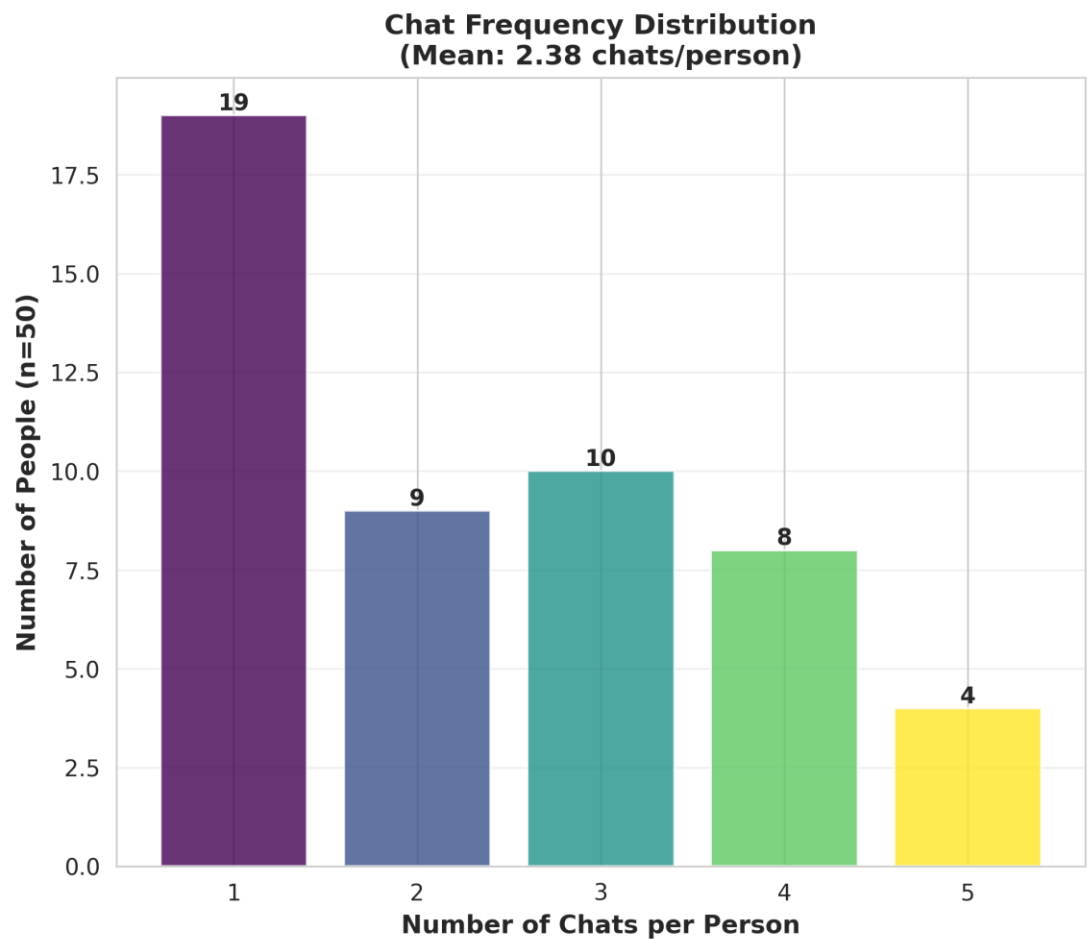
16,480 Number of new users in May 2026	7 237 Number of users who have set at least one reminder
174,268 Total number of conversations to date	10 264 Number of reminders provided to date
14.6 Average number of messages per chat	10 210 Number of reminders set for a future date
43.1 Average number of minutes per chat	31% Percentage of users who have shared their HIV status

Preliminary analysis of a survey on use and perceptions of Coach Mpilo AI

What have you used Coach for?



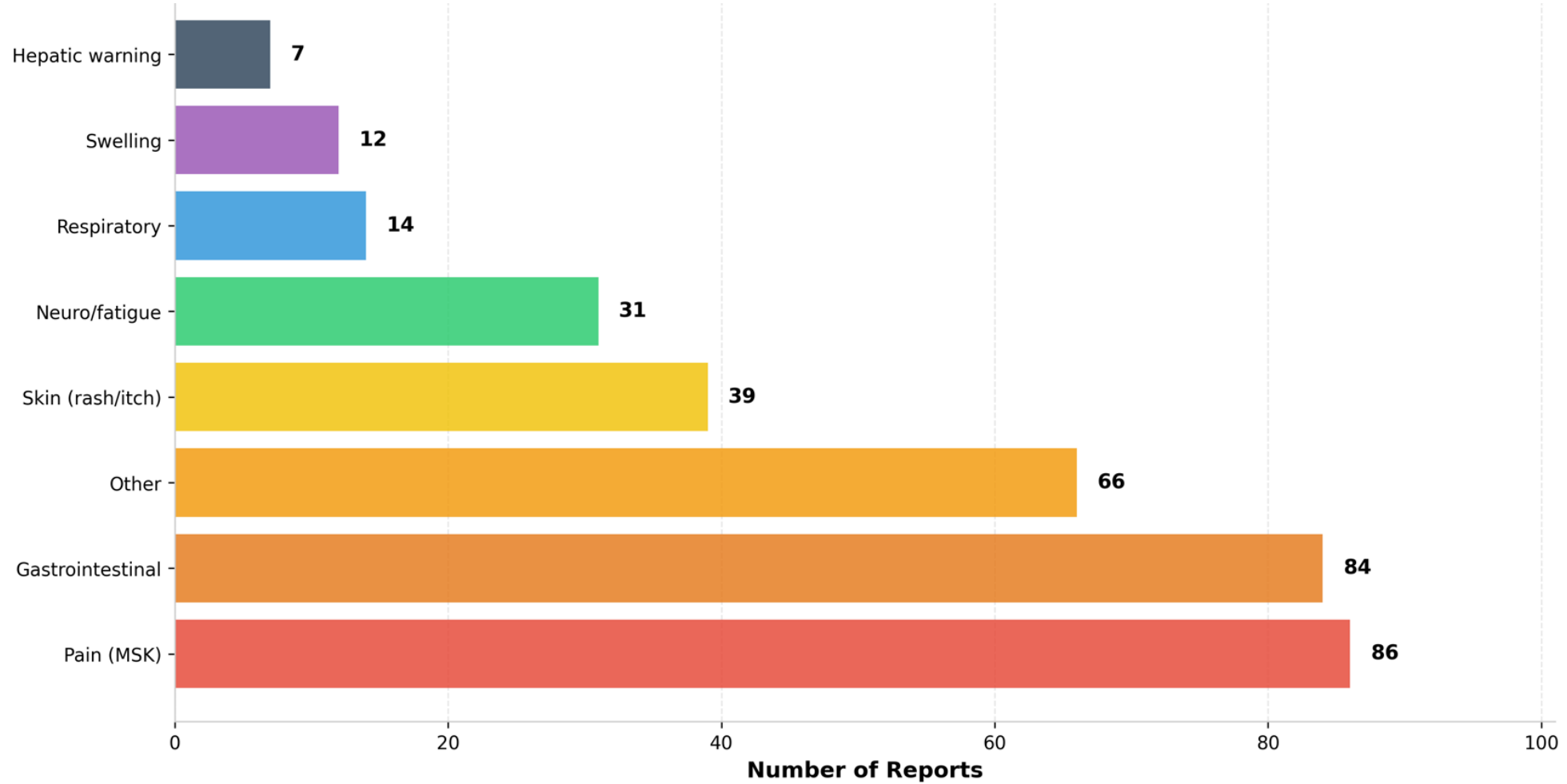
Chat frequency and top 10 chat topics



Top 10 Topics Discussed in Chat Transcripts:

#	Topic	% of Chats	What People Ask
1	TB Testing	80.7%	"Should I get tested?" "What are the symptoms?"
2	TB Transmission	63.0%	"How does TB spread?" "Can I catch it?"
3	Clinic Access	56.3%	"Where's the clinic?" "How do I get there?"
4	TB-HIV Link	52.9%	"Why do HIV+ get TB?" "Am I at risk?"
5	TB Treatment	52.1%	"How long do I take pills?" "What are they for?"
6	TB Symptoms	46.2%	"Is this TB?" "What should I watch for?"
7	Side Effects	42.9%	"Why do pills hurt?" "Is this normal?"
8	Compliance	30.3%	"How do I stick with treatment?"
9	Household Risk	15.1%	"I live with TB patient, am I at risk?"
10	Prevention (TPT)	10.9%	"Do I need this if I don't have TB?"

Most common TB Side effects reported



Users say Coach Mpilo AI helps to fill gaps in communication and understanding

“When I ask something, the coach answers quickly, and the language is simple. It is not difficult English; everyone can understand.”

“If my friend had TB, I would tell them: there is Coach Mpilo, and it helps. I also got help from it. Some things the clinic does not have time to explain, but Coach Mpilo teaches you.”

“The answers are straightforward and understandable. It also encourages you to go to the clinic, so you do not take things lightly.”

“At the clinic, they just gave me the pills and told me to start the next day. They did not explain the side effects or what TB is. Coach Mpilo was the one who explained it to me.”

“The clinic does not always have time to teach you. Coach Mpilo teaches you. If you do not understand something, the coach explains it.”

“There was a day I forgot to take my TB treatment. I asked what I should do, and the coach explained the importance of continuing and how to carry on properly.”

Psychosocial and system navigation challenges are more common than clinical knowledge gaps

Disclosure

"I find it very hard to disclose this to my partner." - A woman who also expressed fear of exposing her partner

Economic pressure

"Even if I still feel the same, I would still wait for Friday, simply because I've missed so many days at work ever since I got sick and I can't miss anymore. I have kids and so many other responsibilities."

Health system gaps

"They diagnosed me with TB but my results never came back."

Uncertainty about medication side effects vs TB progression

"How long until my headache stops?"

"How long until I feel better?"

"When do lymph nodes disappear?"

"He has fever that comes and goes. When it comes, he just wants to sleep, and it's difficult for him to wake up. He is always weak." - Family member (grandmother) asking for advice on TB symptoms

Isolation and distrust

"No one cared, even my parents."

"I feel alone."

"They are worried because I have TB, but I never fell sick." - Male client whose family is sceptical that he has TB with no symptoms (at higher risk of non-compliance and transmission.)

Key findings

Of those discussing TB in AI Coach chats,

- 19.7% had never tested for TB
- 45.4% were currently on TB treatment
- 65.6% of those with TB treatment history did not complete the full course

Clients living with HIV tend to report receiving TB counselling, testing and treatment more than HIV negative clients.

However, uptake and adherence is poor in both groups (~46-50% uptake, 22-26% completion).

High emotional burden

- Anxiety (1 in 50 users)
- Emotional burden
- Coping challenges (work, motivation, support)

81%

81% understand TB testing importance

63%

63% have learned how TB is transmitted

78%

Expressed hope and motivation

By creating a safe, judgment-free space and providing empathetic support, tools like Coach Mpilo AI may have the potential to serve as a low-cost, scalable source of support in overcoming practical and psychosocial barriers to care.