Direct Relief provides medical resources to community-based organizations in more than 70 countries, including the United States. Since 2000, Direct Relief has provided more than $3.3 billion in direct aid through medical material assistance and targeted cash grants, serving people in need worldwide.

The Challenge

For anyone like the more than 1,000 Syrian people seeking refuge in early 2015, living in crisis and extreme poverty poses many health risks. Poor skin care is a danger, and it’s often a neglected area of public health. Untreated skin conditions can lead to troubling health issues, such as physical pain, infection, and the inability to work. To help Syrian refugees at risk of such issues, Direct Relief organized a six-day mission to treat and document skin conditions among refugees living in a high-need rural area of Jordan.

The teams that Direct Relief dispatched consisted of a doctor, a dermatologist, and a medical record scribe who worked together each day to treat as many patients as possible before sunset. With limited resources and daylight available, teams had approximately three minutes to diagnose, treat, and record each patient’s visit. And with hundreds of refugees to treat in Jordan, Direct Relief needed to speed up the medical data collection process while maintaining accuracy. To ensure local partner agencies could locate and provide critical patient follow-up care, Direct Relief also needed to capture and share patients’ geographic information as part of triage.

Treating Refugees, Three Minutes at a Time

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