SOURCE MARKET

The Horn of Africa: run it as a sequence

Sponsored cases, money that moves before the patient does, and the steps where a desk loses them.

Swipe →

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THE SEQUENCE

Order decides whether the case survives

1. Enquiry arrives
2. Clinical view given
3. Sponsor identified, funds gathered
4. Funds moved, documents assembled
5. Only then, a flight is booked

Ethiopia, Sudan, Eritrea, Djibouti, Somalia and around. Any step can add weeks.

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FIRST REPLY

Do not ask for the full file first

- State what you need to see and why
- Indicate the general pathway for that problem
- Name the person handling the case
- Give a realistic sense of how long each stage takes

  Then follow up in a few days, and again, without pressure

Build it for a phone with poor connectivity: short message, one clear ask, no portals.

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THE SPONSOR

Record the funding shape in week one

WHO PAYS	Employer, institution, public route, community effort, or a mix
COMMITTED	What, and is it in writing
CONFIRMS	Who will confirm the transfer when it happens
COMMUNITY	Instalments from several senders over weeks: accept them
DROP	The rule that sender name must match patient name

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MONEY IN TRANSIT

Make the journey of the money visible

- One set of account details, never varied mid case
- Written payment instruction sheet in simple language
- Named person confirms receipt daily and tells the family
- Hold the case open while funds are in transit
- Refund process as clear as the advance process

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THE ESTIMATE

Months may pass before arrival

- State the period for which the figures hold
- Say which elements are fixed, which depend on assessment here
- Commit to a fresh written estimate before admission
- No comparative pitches against what treatment costs elsewhere

  Hidden uncertainty is read as a change of character

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OPERATIONS

Routes, nights, languages

ROUTES	Via a Gulf or East African hub, long, often landing at night
RECEPTION	Run on the hours flights actually land
DISCHARGE	Check it against the days the weekly service operates
ATTENDANTS	One, often two, for a long stay: food, prayer, laundry
INTERPRETING	Rostered, with known cover and a record, never improvised

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DECLINE WELL

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Where the patient may not tolerate the flight, the funding will not assemble in time, or care exists closer to home, the honest answer is no. Say it early.

Say why, say what would change it, record the decision.

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THIS MONTH

Four things, no budget needed

1. One page funding record per case, mandatory before a date
2. Payment instruction sheet, one account, same-day confirmation
3. Dated estimates, fixed vs assessment-dependent, fresh before admission
4. Arrival cover on landing hours, discharge checked against flight days

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READ THE FULL GUIDE

Medical travel from the Horn of Africa, in full

- Weekly slot-still-held messages while documents wait
- Reusable written messages in the family's language
- Cases to decline, and how
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