

# Babyl Rwanda: AI Phone Triage That Reached 2.6 Million Patients, Then Ended With Its Foreign Parent's Bankruptcy

AI in the Public Sector · Good practice · Rwanda

Quality score: 33/100

Evidence strength: Cautionary / limited

### Summary

Babyl Rwanda's AI phone-triage tool, run by UK firm Babylon Health under a 10-year government partnership, reached over 450 of Rwanda's 510 primary health facilities and 2.6 million patients before halting in September 2023 when its foreign parent company filed for bankruptcy.

### Key dimensions

| Dimension                                  | Score |
|--------------------------------------------|-------|
| Evidence of impact / measured public value | 2/3   |
| Transparency, fairness & accountability    | 1/3   |
| Transferability / demonstrated replication | 1/3   |
| Scalability beyond pilot                   | 1/3   |
| Governance, capability & sustainability    | 0/3   |

Evaluated by C-NAPSE

### Data sources

[C-NAPSE web research](#) — accessed 2026-08-31

[Babylon Health \(UK\), under a 10-year public-private partnership with the Government of Rwanda / Ministry of Health](#) — accessed 2026-08-31

[BusinessWire – Babylon launch](#) — accessed 2026-08-31

[JMIR peer-reviewed evaluation](#) — accessed 2026-08-31

[Telecare Aware – bankruptcy wind-down](#) — accessed 2026-08-31

Cite this — Evidoria. *Babyl Rwanda: AI Phone Triage That Reached 2.6 Million Patients, Then Ended With Its Foreign Parent's Bankruptcy*. Persistent ID: 91c92685-5c13-455f-b86c-35b2b856a78d.