

Dr. R.O.S.A. — Panama's WhatsApp AI Chatbot for COVID-19 Screening and Its Quiet Shutdown

AI in the Public Sector · Good practice · Panama

Quality score: 47/100

Evidence strength: Moderate

Summary

Panama's Health Ministry launched Dr. R.O.S.A., a WhatsApp/phone AI chatbot that screened citizens for COVID-19 symptoms and logged 10,000 consultations in its first 72 hours — then quietly shut down its WhatsApp channel two years later with no published performance data since.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-07-13

Ministerio de Salud (MINSA) de Panamá, with the Autoridad de Innovación Gubernamental (AIG) — accessed 2026-07-13

PAHO/WHO — Inteligencia artificial, la herramienta de Panamá para contener el COVID-19 — accessed 2026-07-13

MINSA — Asistente virtual ROSA suspende servicios a través de WhatsApp — accessed 2026-07-13

La Prensa Panamá — MINSA anuncia que el asistente virtual ROSA no estará operativo en WhatsApp — accessed 2026-07-13

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