Early Warning System

WB-P518482

Advancing Healthcare through Digital Transformation in El Salvador

Quick Facts

Countries	El Salvador
Financial Institutions	World Bank (WB)
Status	Proposed
Bank Risk Rating	U
Voting Date	2027-01-27
Borrower	Ministry of Finance
Sectors	Communications, Education and Health
Investment Type(s)	Loan
Investment Amount (USD)	$ 200.00 million
Loan Amount (USD)	$ 200.00 million
Project Cost (USD)	$ 200.00 million

Project Description

According to bank's website, the proposed project aims to support the Government of El Salvador in scaling up Doctor SV, a national telemedicine platform that integrates AI tools to expand access to and improve the quality of ambulatory care services. Doctor SV is free of charge, operates nationwide, and is fully government-owned, functioning under the institutional framework of the Ministry of Health through El Salvador's National Hospital. As of July 2026, Doctor SV had reached 1.7 million registered users and delivered 3.5 million consultations through a workforce of approximately 3,300 physicians. While all clinical decisions are made by human healthcare providers, Doctor SV incorporates an AI-assisted clinical decision support system that aids in triage and provides diagnostic recommendations. The platform issues integrated electronic prescriptions redeemable through a network of pharmacies (420 as of July 2026), and digital referrals via secure QR codes to imaging centers (150 as of July 2026) and laboratories (287 as of July 2026). A citizen feedback module monitors service quality across all interactions. The platform has evolved across two successive phases: a first phase spanning November 2025 to April 2026 focused on reactive care for acute conditions, and a second phase broadening its scope to the proactive and preventive management of chronic conditions. Through this integration, Doctor SV is evolving from a clinical tool into a broader strategic management hub -- the connective tissue of a more integrated, equitable, and responsive national health system.The proposed Program is designed to support the scale-up of Doctor SV, particularly its second phase focused on chronic conditions, as well as the institutional and organizational arrangements needed to strengthen its management hub function.

Investment Description

- World Bank (WB)

Total Project Cost: US$ 200.00 million

Commitment Amount: US$ 200.00 million

Contact Information

Task Team Leader: Gianluca Cafagna

Title: Senior Health Specialist

ACCESS TO INFORMATION

To submit an information request for project information, you will have to create an account to access the Access to Information request form. You can learn more about this process at: https://www.worldbank.org/en/access-to-information/request-submission

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Bank Documents

- Concept Program Information Document - PID (English)