HIKMA HEALTH

2025 ANNUAL REPORT

Building resilient health systems where they’re needed most.



A mother and her newborn receiving care through AHR’s services Jordan.

A Year of Building for Resilience

In 2025, Hikma Health focused on strengthening the foundations of digital health systems that must continue working under extreme constraints.

Across humanitarian, low-resource, and climate-affected settings, clinics relied on Hikma Health to deliver care despite unstable power, limited connectivity, and growing security risks. This year, we invested deeply in system reliability, security, and long-term sustainability ensuring our platform can scale without sacrificing performance or trust.

At the same time, demand for resilient digital health infrastructure continued to grow. Ministries of Health, community clinics, school health programs, and humanitarian organizations increasingly sought systems designed not just for ideal conditions, but for the real world.

This report highlights how your support helped make that possible and how lessons from the most challenging contexts we serve continue to shape everything we build.



Global Reach, Local Impact

Hikma Health partners with frontline health organizations across multiple regions to deliver high-quality care in environments ranging from mobile clinics to referral hospitals.

While our platform is used globally, some of our most important work takes place in humanitarian and crisis-affected settings where digital systems must function during outages, instability, and rapid change.





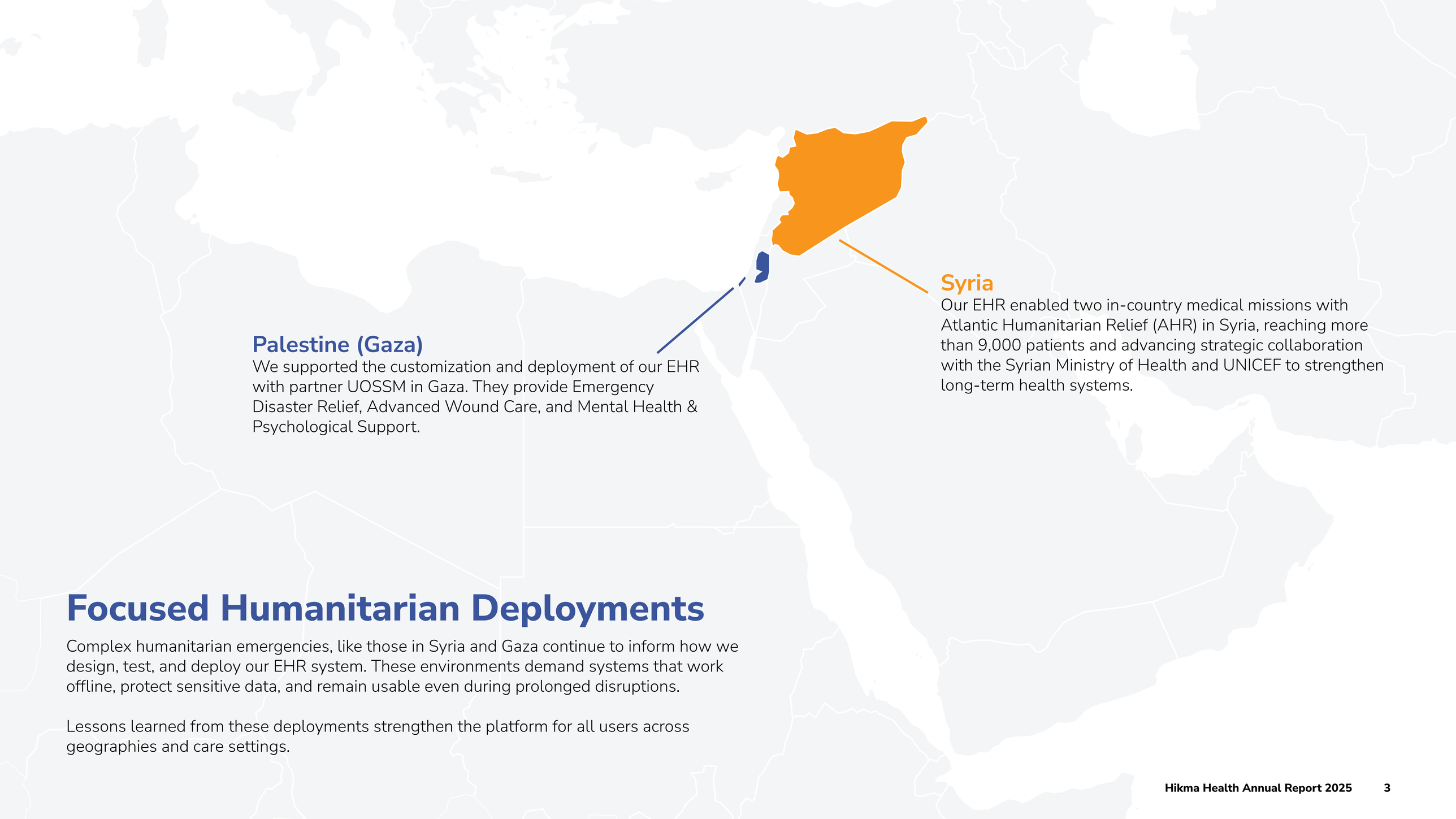
23 Countries partners operate in

500 Clinicians using Hikma Health

42,800 Patient records securely managed

33% Infrastructure cost reduction achieved in 2025

1,300,000 Patients served through partners



Palestine (Gaza)

We supported the customization and deployment of our EHR with partner UOSSM in Gaza. They provide Emergency Disaster Relief, Advanced Wound Care, and Mental Health & Psychological Support.

Syria

Our EHR enabled two in-country medical missions with Atlantic Humanitarian Relief (AHR) in Syria, reaching more than 9,000 patients and advancing strategic collaboration with the Syrian Ministry of Health and UNICEF to strengthen long-term health systems.

Focused Humanitarian Deployments

Complex humanitarian emergencies, like those in Syria and Gaza continue to inform how we design, test, and deploy our EHR system. These environments demand systems that work offline, protect sensitive data, and remain usable even during prolonged disruptions.

Lessons learned from these deployments strengthen the platform for all users across geographies and care settings.

Partner Highlight

Atlantic Humanitarian Relief (AHR)

November 2025 Mission

+5,200 Patients across Damascus, Daraa, Homs, Aleppo, and Idlib

For over thirteen years, Atlantic Humanitarian Relief (AHR) has delivered free medical, surgical, dental, and humanitarian care to refugees and underserved communities across Syria and the region, working in close partnership with local hospitals.

In April 2025, AHR conducted its first in-country medical mission in Syria, marking a pivotal shift from supporting displaced Syrians abroad to delivering care directly within the country. That mission laid the groundwork for deeper, long-term engagement.

By November 2025, AHR returned for a second in-country mission, reaching 5,200+ patients across Damascus, Daraa, Homs, Aleppo, and Idlib. Between missions, AHR renovated and opened a year-round clinic, significantly expanding access beyond short-term, mission-based care and enabling providers to serve their communities continuously.

Hikma Health supported AHR by deploying an offline-ready, open-source electronic health record system, allowing clinicians to securely document and coordinate care across sites even amid unreliable power and connectivity. This support replaced paper records with resilient digital tools, strengthening continuity, efficiency, and dignity of care in one of the world's most complex humanitarian settings.



"Before, everything was on paper triage, patient histories, coordination between volunteers. Now, whether a facility is online or offline, our clinicians work faster, more accurately, and we can track activities across all five cities at the same time."
Nadin Antabi, AHR's EHR Project Coordinator



Children gather for a meal through UOSSM's community nutrition efforts in Palestine.

Partner Highlight

UOSSM

Our partner, UOSSM delivers lifesaving care in one of the world's most challenging humanitarian settings. Their teams provide emergency disaster response, advanced wound care, and mental health and psychosocial support, while also operating a children's nutrition program to address severe and chronic malnutrition amid prolonged crises.

As health facilities are damaged or displaced, maintaining continuity of care has become increasingly difficult. We supported UOSSM by customizing and deploying our open-source, offline-ready electronic health record system in Gaza. This enables clinicians to securely document patient histories, track complex wound care, and coordinate follow-up even when electricity, connectivity, or physical facilities are disrupted.

Together, our work helps ensure that every patient record is protected and portable. Behind each health record entry is a person a child receiving nutritional support, a patient recovering from injury, a clinician doing everything possible in impossible conditions.

Our shared commitment is simple: to ensure those stories, and that care, are never lost.



A mother and her newborn receiving care through MedGlobal's services in Cox's Bazar, Bangladesh. Photo credit: Grantee and partner MedGlobal Inc.

Strengthening the Foundation in 2025

With donor support, Hikma Health achieved major system improvements:

- Improved reliability and uptime
- Enabled care delivery during internet and power outages
- Added pharmacy and medication tracking
- Implemented role-based privacy controls
- Reduced infrastructure costs by 33%, improving sustainability

These upgrades were driven by real-world needs identified by frontline partners.

Built for Reality

Health systems worldwide face growing pressure from cyber threats, infrastructure instability, and climate stress.

- In response, Hikma Health:
- Strengthened system security and data protections
- Reduced reliance on fragile cloud infrastructure
- Improved data architecture to support scale and interoperability

We design for resilience, not ideal conditions.

Innovation Spotlight: HERS

Health & Environmental Record System

In 2025, Hikma Health launched HERS to connect environmental conditions like heat, air quality, and water safety with patient health records.

HERS helps clinicians see the risks patients face beyond the clinic, so care can be more proactive and preventive. Tested in climate-affected settings, HERS works alongside existing EHR systems and uses trusted environmental data to flag risk, guide follow-up, and support smarter care decisions.

Built on the same foundation as Hikma Health's core EHR platform, HERS is designed to be resilient, interoperable, and usable in real-world settings especially where climate stress is already shaping health outcomes.

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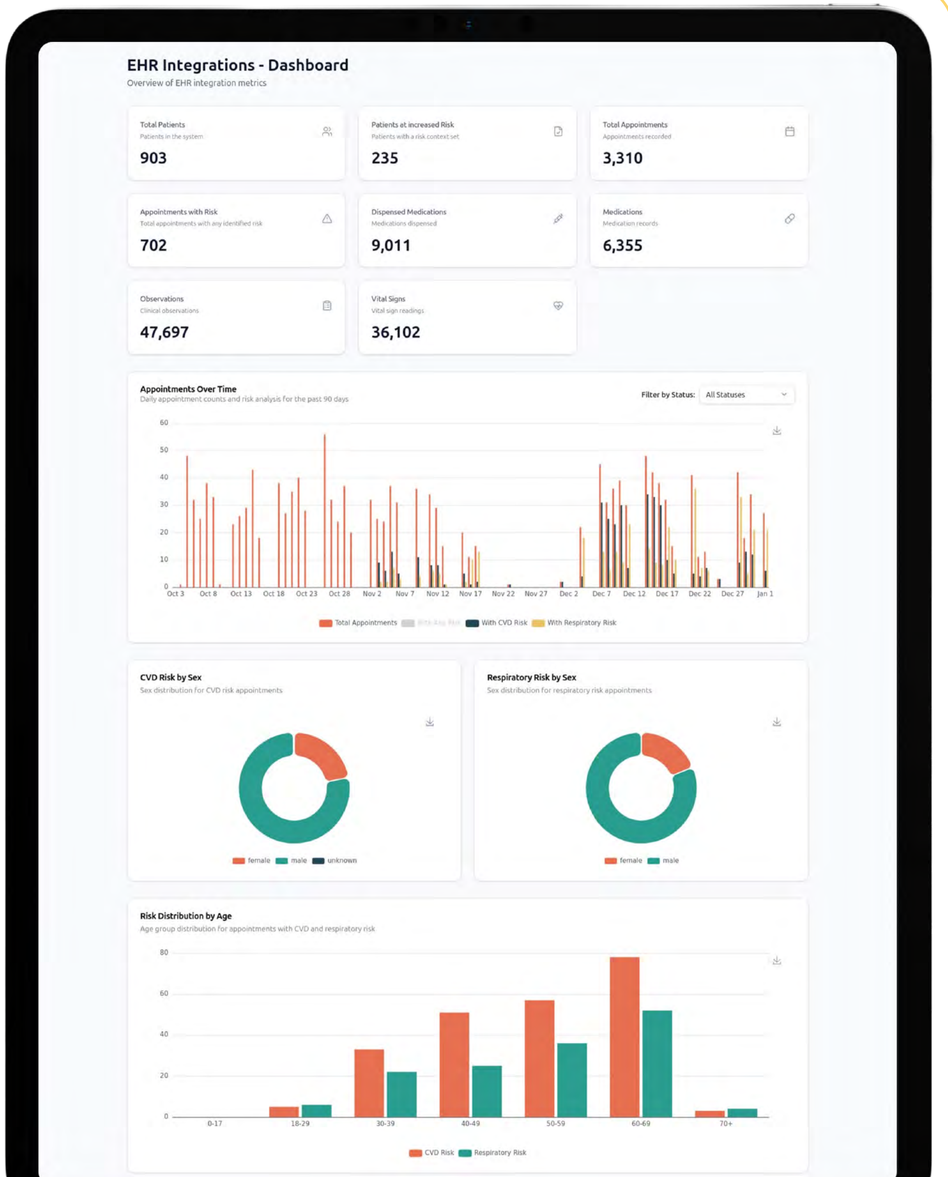




Photo Credit: Clinician working with partner MedGlobal Inc. in Cox's Bazar, Bangladesh.

Our Focus For 2026

- **Expand deployments**
  in humanitarian and climate-affected settings
- **Support government-level integration**
  and scale
- **Deepen partnerships**
  with implementers and researchers
- **Strengthen HERS**
  for climate informed care

Our goal remains unchanged,
enable care delivery where it is hardest and most needed.

FROM THE FIELD

Honduras

We followed Luisarli's journey across borders to understand how reliable digital health systems support continuity of care in complex settings.

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Tanzania

Our team spent a week with Wekeza at Mykato Hospital in Tanzania, supporting the transition from paper records to digital systems to strengthen community-based care.

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Syria

Our team visited our partner Atlantic Humanitarian Relief for their largest mission yet in Syria, spanning 5 cities and serving over +5,200 patients.

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Pakistan

We visited two of our grantees in Peshawar to see how they are deploying our EHR to improve care delivery in the sixth-largest city in Pakistan.

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Thank You for Building This With Us

Hikma Health exists because of our partners, donors, and frontline collaborators. Your support makes it possible to build durable, secure, and adaptable health systems that continue working when conditions are most challenging.

We are deeply grateful for your partnership.

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