

The 2024/2025 Rwanda Over the Counter Medication Mobile phone survey, conducted by the Rwanda Min women aged 18 years and older designed to produce estimates on over-the-counter medication use....

The survey employed a two-phase sample design to produce key indicators for the country stratified by mal mobile phone numbers was generated via random digit dialing. In phase two, phase one respondents were which 12,549 mobile phone users were screened, and yielded 3,833 completed interviews. The overall resp

Overall			
Demographic (sample)	3,833		
<i>Age</i>	<i>n</i>	<i>%</i>	
18-29	1676	43.7	
30-44	1449	37.8	
45+	708	18.5	
<i>Total</i>	3833		
Region	n	%	(95% CI)
City of Kigali	1173	30.7	(29.2, 32.4)
East	840	22.0	(20.6, 23.5)
West	648	16.8	(15.6, 18.2)
South	684	18.4	(17.1, 19.8)
North	465	12.0	(11.0, 13.2)
Urbanicity	n	%	(95% CI)
City	1734	46.0	(44.3, 47.7)
Rural	2074	54.0	(52.3, 55.7)
Health Insurance	n	%	(95% CI)
Has health insurance	3759	86.6	(85.4, 87.7)
Type of health insurance (among those with health insurance)			
Community Based Health Insurance	2059	63.0	(61.2, 64.8)
Rwanda Social Security Board (RSSB)	761	24.1	(22.5, 25.8)
Military Medical Insurance (MMI)	164	5.0	(4.3, 5.9)
Private Insurance (UAP, Sanlam, Britam, etc.)	244	7.8	(6.8, 8.9)
Type of health insurance (among the population)			
None	503	13.5	(12.4, 14.7)
Community Based Health Insurance	2059	54.5	(52.8, 56.3)
Rwanda Social Security Board (RSSB)	761	20.9	(19.5, 22.3)
Military Medical Insurance (MMI)	164	4.3	(3.7, 5.1)
Private Insurance (UAP, Sanlam, Britam, etc.)	244	6.8	(5.9, 7.7)
Noncommunicable Diseases	n	%	(95% CI)
Ever NCD (requiring medication)	3762	27.2	(25.6, 28.8)
Currently taking medication for NCD	930	58.5	(55.1, 61.7)
How long taking medication			
Less than 6 months	155	29.0	(24.8, 33.6)
Six to 12 months	36	6.3	(4.5, 8.9)
Greater than 1 year	241	51.1	(46.1, 56.0)

Don't know	65	13.6	(10.5, 17.6)
Currently taking medication for NCD among the population	3747	15.7	(14.4, 17.1)
OTC Knowledge	n	%	(95% CI)
When I know cause of health problem, can purchase medicine w/o doctor			
Strongly agree	691	18.7	(17.3, 20.0)
Agree	471	12.9	(11.7, 14.1)
Uncertain	331	9.1	(8.1, 10.1)
Disagree	766	21.9	(20.4, 23.4)
Strongly disagree	1321	37.5	(35.8, 39.3)
Have enough knowledge about side effects w/o doctor			
Strongly agree	1743	49.2	(47.4, 51.0)
Agree	551	15.4	(14.1, 16.7)
Uncertain	283	8.0	(7.1, 9.0)
Disagree	369	10.6	(9.6, 11.8)
Strongly disagree	595	16.8	(15.5, 18.2)
Can use old prescriptions to purchase medicine			
Strongly agree	616	16.6	(15.3, 17.9)
Agree	303	9.0	(8.0, 10.2)
Uncertain	210	5.8	(5.1, 6.7)
Disagree	788	23.0	(21.5, 24.6)
Strongly disagree	1562	45.6	(43.8, 47.4)
Self-medication always makes me feel better			
Strongly agree	388	10.9	(9.8, 12.0)
Agree	428	12.2	(11.1, 13.4)
Uncertain	233	6.4	(5.6, 7.3)
Disagree	850	25.5	(23.9, 27.1)
Strongly disagree	1513	45.1	(43.3, 46.9)
OTC Practices	n	%	(95% CI)
Frequently taking OTC medicines w/o prescription is ok			
Strongly agree	447	12.0	(10.9, 13.1)
Agree	302	8.3	(7.3, 9.3)
Uncertain	436	12.0	(10.9, 13.2)
Disagree	1004	28.8	(27.2, 30.5)
Strongly disagree	1380	39.0	(37.3, 40.8)
Using other family member medicines for same illness ok			
Strongly agree	332	9.1	(8.2, 10.2)
Agree	220	6.0	(5.2, 6.9)
Uncertain	224	5.9	(5.2, 6.7)
Disagree	946	26.7	(25.1, 28.3)
Strongly disagree	1806	52.3	(50.5, 54.1)
Prefer using OTC medicine because of cost of doctor			
Strongly agree	379	10.3	(9.3, 11.3)

Agree	202	5.7	(4.9, 6.6)
Uncertain	336	9.3	(8.3, 10.3)
Disagree	912	26.2	(24.7, 27.8)
Strongly disagree	1647	48.6	(46.8, 50.4)
Prefer using OTC medicine because of no time to visit doctor			
Strongly agree	506	14.0	(12.9, 15.3)
Agree	339	9.3	(8.4, 10.4)
Uncertain	203	5.9	(5.1, 6.8)
Disagree	867	25.6	(24.0, 27.2)
Strongly disagree	1497	45.2	(43.4, 47.0)

Healthcare Seeking Behavior	n	%	(95% CI)
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How often sought medical advice or treatment in past 12 months			
Never	831	22.8	(21.4, 24.3)
Rarely	1230	35.5	(33.7, 37.2)
Sometimes	861	24.1	(22.7, 25.7)
Often	358	11.5	(10.3, 12.8)
Always	200	6.1	(5.3, 7.1)

<i>Among those who sought any treatment in the past 12 months</i>

Where sought medical advice or treatment for last illness			
Healthcare professional	1863	73.1	(71.3, 74.8)
Pharmacy/drug shop	376	13.1	(11.9, 14.4)
Traditional healer	91	3.4	(2.7, 4.3)
Family or friends	37	1.3	(0.9, 1.8)
Internet (websites, forums, social media)	49	1.8	(1.4, 2.5)
Self-medication with OTC medicine	123	4.3	(3.6, 5.2)
Other	46	1.7	(1.3, 2.4)
Did not seek advice or treatment	28	1.2	(0.8, 1.9)

<i>Affected decision to seek medical care or treatment for last illness (Among those who sought an</i>
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Severity of symptoms	2561	83.5	(81.8, 85.0)
Cost of healthcare	2533	58.1	(56.0, 60.2)
Trust in healthcare professionals	2512	91.1	(89.9, 92.2)
Experience with OTC medicine	2463	39.1	(37.1, 41.2)
Past experience with similar symptoms	2434	51.5	(49.3, 53.6)
Outside influences (family, friends, social media)	2406	42.2	(40.0, 44.3)

OTC Medication Use	n	%	(95% CI)
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How often uses OTC medication			
Never	1137	32.6	(30.9, 34.3)
Rarely	1280	36.7	(35.0, 38.4)
Sometimes	760	21.4	(20.0, 22.9)
Often	200	5.7	(5.0, 6.6)
Always	126	3.6	(3.0, 4.3)

<i>Would use OTC medication because of... (Among those who report any OTC medication use)</i>

Convenience	2306	46.5	(44.3, 48.7)
Perceived efficacy	2287	35.3	(33.2, 37.4)

Recommendations by family or friends	2255	30.0	(28.0, 32.1)
Recommendation by pharmacist	2232	56.5	(54.3, 58.8)
Previous positive experience	2206	58.5	(56.3, 60.8)
<i>Side Effects (among those who report any OTC medication use)</i>			
Has experienced bad side effects from OTC medication	2177	26.7	(24.7, 28.7)
What was done to manage bad side effects (among those who report bad side effects)			
Nothing	162	27.9	(24.1, 32.0)
Went to doctor or health facility	306	53.7	(49.3, 58.1)
Went to pharmacist	81	13.7	(11.0, 16.9)
Other	28	4.7	(3.2, 7.0)

*Item nonresponse is calculated as: $1 - I_x / (I - V_x)$, where I_x equals the number of valid responses for question x , I equals the total number of respondents to question x .

istry of Health and the Rwanda NCD Alliance was a nationally representative mobile phone survey of men and

le/female and age. In phase one a sample of mobile phone numbers from an implicit frame of all possible
 : stratified to the general population distribution. A total of 355,634 mobile phone numbers were dialed, of
 onse rate was 2.7%.

Men			Women			Item Non-response*
2,182			1,651			
<i>n</i>	<i>%</i>		<i>n</i>	<i>%</i>		
895	41.0		781	47.3		N/A
780	35.7		669	40.5		N/A
507	23.2		201	12.2		N/A
2182	56.9%		1651	43.1%		
n	%	(95% CI)	n	%	(95% CI)	
661	30.5	(28.6, 32.5)	512	30.9	(28.5, 33.4)	0.6%
497	22.9	(21.2, 24.7)	343	21.2	(19.1, 23.5)	
394	18.2	(16.6, 19.9)	254	15.6	(13.7, 17.7)	
352	16.2	(14.7, 17.8)	332	20.4	(18.3, 22.6)	
265	12.2	(10.9, 13.6)	200	11.9	(10.3, 13.7)	
n	%	(95% CI)	n	%	(95% CI)	
1008	46.6	(44.5, 48.7)	726	45.5	(42.8, 48.2)	0.7%
1157	53.4	(51.3, 55.5)	917	54.5	(51.8, 57.2)	
n	%	(95% CI)	n	%	(95% CI)	
2148	87.5	(86.0, 88.8)	1611	85.8	(83.8, 87.6)	1.9%
1156	61.9	(59.7, 64.1)	903	64.1	(61.2, 66.9)	0.9%
460	24.8	(22.9, 26.8)	301	23.5	(21.0, 26.2)	
105	5.6	(4.7, 6.8)	59	4.4	(3.3, 5.8)	
142	7.7	(6.5, 9.0)	102	8.0	(6.5, 9.8)	
270	12.6	(11.3, 14.1)	233	14.3	(12.5, 16.3)	N/A
1156	54.1	(52.0, 56.2)	903	54.9	(52.2, 57.6)	
460	21.7	(20.0, 23.5)	301	20.1	(18.0, 22.5)	
105	4.9	(4.1, 5.9)	59	3.8	(2.9, 5.0)	
142	6.7	(5.7, 7.8)	102	6.8	(5.5, 8.4)	
n	%	(95% CI)	n	%	(95% CI)	
2137	24.0	(22.3, 25.9)	1625	30.0	(27.6, 32.6)	1.9%
503	52.2	(48.0, 56.4)	427	63.0	(58.1, 67.5)	1.6%
85	32.9	(27.4, 38.9)	70	26.6	(20.9, 33.2)	1.4%
18	6.9	(4.4, 10.8)	18	6.0	(3.6, 9.8)	
120	46.9	(40.9, 53.0)	121	53.5	(46.4, 60.5)	

34	13.3	(9.6, 18.0)	31	13.9	(9.5, 19.8)	
261	12.4	(11.1, 13.9)	243	18.7	(16.5, 21.1)	N/A
n	%	(95% CI)	n	%	(95% CI)	
429	21.0	(19.3, 22.8)	262	16.5	(14.6, 18.6)	6.6%
277	13.6	(12.2, 15.1)	194	12.2	(10.6, 14.1)	
201	9.9	(8.7, 11.3)	130	8.4	(7.0, 10.0)	
421	20.7	(19.0, 22.5)	345	23.0	(20.7, 25.4)	
710	34.8	(32.8, 36.9)	611	39.9	(37.2, 42.7)	
1018	50.5	(48.3, 52.7)	725	48.0	(45.2, 50.8)	7.6%
306	15.2	(13.7, 16.8)	245	15.5	(13.7, 17.6)	
159	7.9	(6.8, 9.2)	124	8.1	(6.7, 9.7)	
206	10.2	(9.0, 11.6)	163	11.0	(9.3, 12.9)	
325	16.2	(14.6, 17.9)	270	17.4	(15.4, 19.6)	
387	19.5	(17.8, 21.3)	229	13.9	(12.2, 15.8)	9.2%
167	8.4	(7.3, 9.7)	136	9.6	(8.0, 11.5)	
119	6.0	(5.0, 7.1)	91	5.6	(4.5, 7.0)	
434	21.9	(20.1, 23.8)	354	24.0	(21.7, 26.5)	
874	44.2	(42.0, 46.4)	688	46.8	(44.0, 49.6)	
236	12.1	(10.7, 13.6)	152	9.7	(8.2, 11.5)	11.0%
253	13.0	(11.6, 14.6)	175	11.5	(9.8, 13.3)	
148	7.6	(6.5, 8.8)	85	5.3	(4.2, 6.6)	
470	24.1	(22.3, 26.1)	380	26.7	(24.4, 29.3)	
841	43.2	(41.0, 45.4)	672	46.9	(44.0, 49.7)	
n	%	(95% CI)	n	%	(95% CI)	
272	13.4	(12.0, 15.0)	175	10.6	(9.1, 12.4)	6.9%
179	8.9	(7.7, 10.2)	123	7.7	(6.4, 9.3)	
261	12.9	(11.5, 14.4)	175	11.1	(9.5, 13.0)	
557	27.5	(25.6, 29.5)	447	30.0	(27.5, 32.6)	
754	37.3	(35.2, 39.4)	626	40.5	(37.8, 43.2)	
200	10.0	(8.7, 11.4)	132	8.4	(7.0, 10.0)	8.0%
127	6.3	(5.4, 7.5)	93	5.7	(4.6, 7.1)	
131	6.5	(5.5, 7.7)	93	5.3	(4.3, 6.6)	
537	26.8	(24.9, 28.8)	409	26.5	(24.1, 29.0)	
1003	50.3	(48.1, 52.5)	803	54.0	(51.3, 56.8)	
235	11.9	(10.6, 13.4)	144	8.8	(7.4, 10.4)	

120	6.1	(5.1, 7.3)	82	5.3	(4.2, 6.7)	9.3%
207	10.5	(9.2, 12.0)	129	8.1	(6.8, 9.8)	
497	25.2	(23.3, 27.2)	415	27.1	(24.7, 29.7)	
909	46.2	(44.1, 48.5)	738	50.6	(47.8, 53.4)	
317	16.4	(14.8, 18.1)	189	12.0	(10.3, 13.8)	11.0%
204	10.5	(9.3, 12.0)	135	8.2	(6.9, 9.8)	
126	6.6	(5.5, 7.8)	77	5.2	(4.1, 6.7)	
466	24.1	(22.2, 26.0)	401	26.9	(24.4, 29.4)	
817	42.4	(40.2, 44.6)	680	47.7	(44.9, 50.5)	
n	%	(95% CI)	n	%	(95% CI)	
561	28.2	(26.3, 30.3)	270	17.9	(15.8, 20.1)	9.2%
683	34.4	(32.4, 36.6)	547	36.4	(33.7, 39.1)	
465	23.5	(21.7, 25.4)	396	24.7	(22.5, 27.1)	
156	7.9	(6.8, 9.1)	202	14.8	(12.8, 17.0)	
118	6.0	(5.0, 7.1)	82	6.3	(4.9, 7.9)	
940	67.0	(64.5, 69.5)	923	77.9	(75.3, 80.2)	1.4%
236	16.8	(14.9, 18.8)	140	10.2	(8.6, 12.0)	
55	3.9	(3.0, 5.1)	36	3.0	(2.1, 4.3)	
19	1.3	(0.9, 2.1)	18	1.2	(0.8, 1.9)	
24	1.7	(1.1, 2.5)	25	1.9	(1.3, 2.9)	
87	6.2	(5.1, 7.6)	36	2.8	(2.0, 4.0)	
29	2.1	(1.4, 2.9)	17	1.5	(0.9, 2.5)	
13	0.9	(0.5, 1.6)	15	1.5	(0.9, 2.6)	
<i>by treatment in the past 12 months)</i>						
1373	82.1	(80.0, 84.1)	1188	84.5	(82.0, 86.7)	2.4%
1354	58.3	(55.7, 60.9)	1179	57.9	(54.8, 61.0)	2.0%
1348	89.8	(88.1, 91.3)	1164	92.1	(90.3, 93.6)	1.6%
1323	43.8	(41.2, 46.5)	1140	35.4	(32.5, 38.5)	2.4%
1300	51.9	(49.2, 54.6)	1134	51.1	(47.9, 54.3)	2.2%
1289	44.1	(41.5, 46.9)	1117	40.6	(37.5, 43.8)	2.0%
n	%	(95% CI)	n	%	(95% CI)	
642	32.2	(30.2, 34.3)	495	32.9	(30.3, 35.6)	8.6%
718	36.0	(34.0, 38.2)	562	37.3	(34.6, 40.0)	
442	22.2	(20.4, 24.1)	318	20.7	(18.6, 23.1)	
109	5.5	(4.5, 6.6)	91	6.0	(4.8, 7.5)	
81	4.1	(3.3, 5.0)	45	3.1	(2.3, 4.3)	
1321	50.5	(47.8, 53.2)	985	42.8	(39.5, 46.3)	2.5%
1309	38.6	(36.0, 41.2)	978	32.3	(29.1, 35.6)	1.9%

1291	32.7	(30.2, 35.3)	964	27.6	(24.6, 30.8)	2.2%
1280	59.6	(56.9, 62.2)	952	53.7	(50.2, 57.2)	1.7%
1266	58.9	(56.1, 61.6)	940	58.2	(54.7, 61.7)	1.6%
1246	27.4	(25.0, 29.9)	931	26.0	(23.0, 29.2)	1.5%
97	29.1	(24.5, 34.2)	65	26.7	(21.0, 33.4)	1.9%
168	50.2	(44.8, 55.5)	138	57.1	(50.0, 63.9)	
52	15.6	(12.1, 20.0)	29	11.8	(8.0, 17.1)	
17	5.1	(3.2, 8.1)	11	4.4	(2.3, 8.3)	

nts in the survey, and Vx equals the respondents with a valid skip for question x (i.e. an answer to a previous question prevented them from being asked