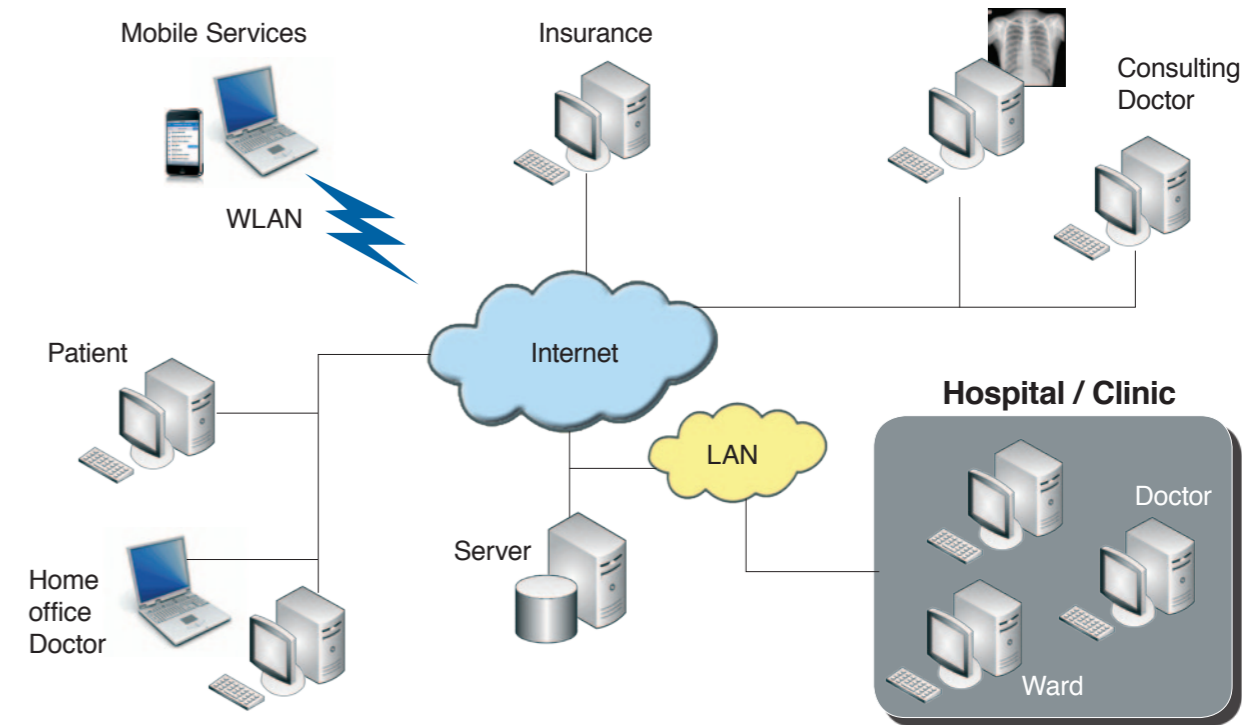


Hospital/clinical administration and management solution for better patient care

The my1HealthCare Solution is a suite of powerful and flexible Hospital and Healthcare Management Systems that encompasses all aspects of healthcare administration for modern multi-specialty healthcare institutions with packages for Hospitals, Medical Centres, Specialist Clinics and General Practitioners.

Photo courtesy of Normah Medical Specialist Centre.

The Advantage - eHealthcare

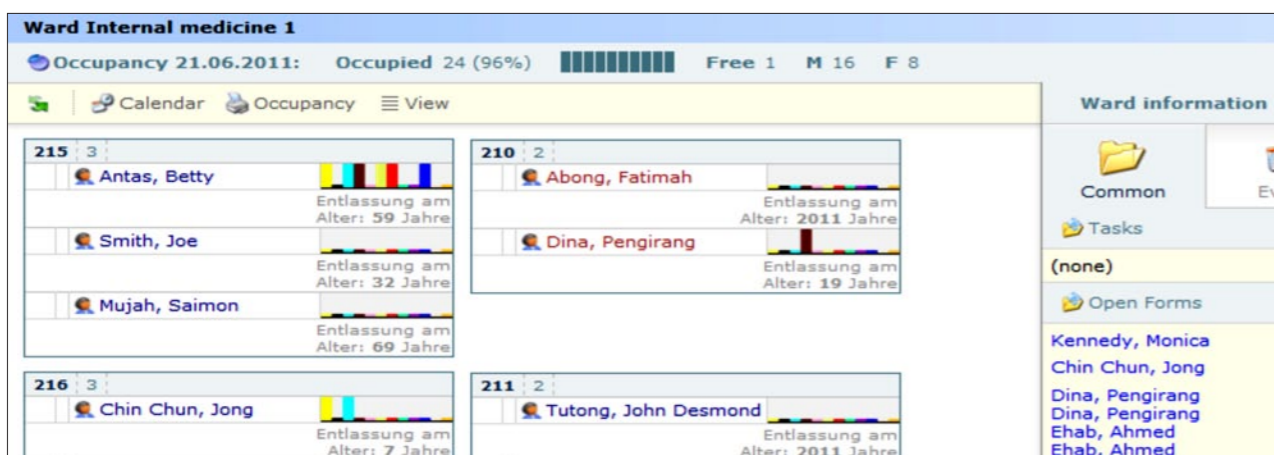


The Business of Health

On the Colbert Report, a late night comedy show, Stephen Colbert regularly presents a segment called Cheating Death. In the segment, Stephen will introduce outlandish pharmaceutical products to cure ridiculous medical complaints. The segment might be played for laughs and the made up products ludicrous, but the underlying point, that in today's world healthcare is big business, is anything but.

In healthcare, as with all industries, to succeed in the marketplace, a healthcare provider must be able to set itself apart from the pack with excellent services and products, and efficient business management. All this, of course, is in pursuit of the bottom line; that is, to make a profit without sacrificing either the quality or integrity of the product, in this case, healthcare services.

To assist modern healthcare providers achieve their goals, SAINS introduces my1HealthCare, an integrated healthcare information solution uniquely suited to the requirements of today's healthcare industry.



Screen of Ward and Patients Medication Management

Much more than just a system for the creation and management of Electronic Medical Records, the solution comes with **clinical** and **administrative** functions for departments, wards, ICUs, radiology, hospital staff, patients, hospital administration and outpatient clinics. Functions critical to the healthcare business, e.g., patient administration, scheduling, billings, pharmacy management, result reporting systems, and electronic patient files, are integrated into one single information solution to maximise convenience and efficiency.

my1HealthCare is fully compliant with industry standards - HL7 (Health Level 7), DICOM (Digital Imaging & Communication in Medical) and ICD-10 (International Classification of Diseases 10th Edition) and was also awarded a certification of compliance from the MSC Malaysia IHE Connectathon in 2010 and 2011 for interoperable capabilities. The solution supports internationally recognized communication standards and capabilities that meet global healthcare needs.

Through the use of my1HealthCare, healthcare specialists will be able to maximise the use of their resources to provide swifter and more efficient services to their patients while at the same time eliminating waste of hospital resources.

Different strokes for different folks

Because SAINS believes that 'one size fits all' fits no one, the my1HealthCare comes in a variety of packages for Hospitals, Medical Centres, Specialist Clinics and General Practitioners so that whatever your size or needs my1HealthCare has a solution to suit your requirements and budget. In this way, users are not forced to pay for a slew of unnecessary systems that they will never use, and because my1HealthCare is a robust and extremely scalable application, additional modules may be added when needs change. The solution also allows for the customization & configuration of additional departments and services to create a healthcare information solution tailored to the needs of each individual healthcare facility.

Benefits

- Enables hospitals, clinics, doctors & nurses to better serve their patients
- Improves the quality of patient care
- Reduces the time spent on filling out forms, freeing up resources for more critical tasks
- Increases nursing productivity
- Enhances hospital/clinical administration and management
- Provides efficient and effective management of patient information
- Improves control and access to information with adequate security and audit trails
- Improves control and use of hospital resources
- Various flexible inquiries and reports
- Integration with various external modules and devices

my1HealthCare Core Modules for Hospitals

Appointment & Scheduling Management module

- Provides a function to schedule patient appointments. It can be a treatment, a consultation, an examination or a surgery. An appointment is made through the wizard which guides the user through the process with clear steps.

Patient Administration Management module

- Provides two ways to register a patient into the system, either through a myKad reader or manual insertion. The search function allows the patient's information to be retrieved quickly.

Episode Management module

- Provides management of a patient's episodes. Previous and current episodes can be viewed in the same screen by selecting the episode from the list. The user can easily view information related to an episode such as prescriptions, request forms, services, result reporting, etc.

Billing & Invoice Management module

- Handles invoice composing, invoice printing, deposit, payment & receipt printing and also manages debtor records. There are a variety of invoice types for the user to choose from depending on their needs.

Service Catalogue Management module

- Allows the user to define the service id for consumables, procedures, services, drugs, tests, etc. Anything that can be charged must have a service id. The service catalogue is also linked to inventory.

Ward & Bed Management module

- Provides the user with an interface to define and manage wards, rooms and beds. In this module, the system also allows the user to admit the patient, assign a room, make a transfer and discharge the patient.

Multiple Pricing Management module

- Allows the user to create multiple special pricing rates including the promotions, discounts and price adjustments as well as define different prices for different groups of patients.

Medical Record Folder Tracking module

- Allows the Medical Record staff to handle medical record folder requests from various clinics and doctors. The user will be able to make a request online, which will then be processed by the MR Office who will checkout the folder to the requester.

Pharmacy Management module

- Handles prescriptions and drug dispensation. Prescriptions may be integrated with the Drug Database to enable the user to check drug interactions and view monographs. Online prescriptions will eliminate the need for paper, to print out prescription lists, and allow pharmacists to prepare the drugs before the patient arrives at their counter.

The screenshot displays the 'Patient record' interface for Jonathan Chan (MRN 380270, DOB 22/11/1952). The main area shows a 'Visualization of wounds and ports' for 'Tissue damages' (Visit ID 2000994273). The visualization includes a human body diagram with red and yellow markers indicating areas of concern. The 'Documentation' section lists three entries:

- 1 Pressure ulcer Level IV** (10/07/2012 17:04:37) with dates 27/06/2012, 27/06/2012, 28/06/2012, and 02/07/2012.
- 2 Itching** (10/07/2012 17:05:33) with dates 27/06/2012, 27/06/2012, 28/06/2012, and 02/07/2012.
- 3 Redness** (10/07/2012 17:07:11) with dates 27/06/2012, 27/06/2012, 28/06/2012, and 02/07/2012.

The interface also features a left sidebar with navigation options like 'Requests and appointments', 'Diagnoses and procedures', and 'Wounds and aditus', and a right sidebar with 'Templates'.

Screen of patient details with treatment marking report

Functions and Features

Medical Administration

- Ward Management
- Department Management
- Role Management
- Forms Design
- Audit Trail on vital Information
- Patient administration
- Medical Insurance Functions
- Billing & Invoice Management
- Lab Integration
- Operating Theatre
- Blood Bank
- Pharmacy Management
- Order Management
- Packages Module
- Instant Messaging
- Communication
- Patient Portal

Doctors

- Patient Electronic Medical Record
- Request for service
- Result reporting
- Medical documentation
- Presentation of Lab Results ICD Coding / SnoMed
- Prescription
- Clinical Pathways and Workflow
- Customizable Reports
- Import Multimedia Resources
- Doctor's Letter
- Referral Doctor Management
- Surgery

Nurses

- Nursing documentation
- Vital Signs
- Monitoring
- Scheduling
- Patient Electronic Medical Record
- Request for Services
- Medication
- Clinical Pathways and Workflow
- Scoring
- Reports

Patients

- Nutrition Management
- Scheduling
- Patient Electronic Medical Record
- Patient Portal
- Smart Card Ready
- Medical Escort
- Route Planning
- Patient Portal

External Referral Function

- Interaction with Referral Doctors
- Private Patient Data for Doctors
- Scheduling
- Patient Electronic Medical Record
- Compliance Reports

Reference Sites

- Normah Specialist Medical Centre, Malaysia
- Sebayor Medical Centre, Malaysia
- iHEAL Medical Centre, Kuala Lumpur, Malaysia
- Negros Oriental Provincial Hospital, Dumaguete City, Philippines
- Klinikum Preetz, Preetz, Germany
- Klinik Sanafontis, Freiburg, Germany
- Parkklinik Manhagen, Großhansdorf, Germany
- Helios Klinik Wachwitz, Dresden, Germany
- Fraunhofer Institut, St. Ingbert, Germany
- Bezirksklinikum Mainkofen, Mainkofen, Germany
- Karl Bonhoeffer Klinikum, Neubrandenburg, Germany
- Alexianer Krankenhäuser, Berlin, Germany

For more information, visit : www.my1healthcare.com

my1HealthCare Latest Implementation

Opened in 1988, Normah Medical Specialist Centre (NMSC) is today the largest purpose built private medical centre in Sarawak. With a prestigious JCI accreditation, the leading industry benchmark for measuring the delivery of quality healthcare, NMSC is a premier destination for patients seeking superior healthcare services within the region.

With its commitment to quality and compliance with the highest standard of healthcare services, it was no surprise that when NMSC was in the market for a new healthcare solution to replace its aging system, it turned to SAINS and the my1HealthCare solution as a company that shared the same commitment to quality products and services.

One factor in the choice of my1HealthCare was that the solution is able to integrate seamlessly with other SAINS solutions. It was decided that in addition to the Hospital Information System, SAINS' Inventory System and e-Solusis Enterprise Resource Planning (ERP) Solution consisting of the Financial Accounting System, Human Resource & Payroll System and Self service Employee Leave System would be implemented at NMSC.

To understand NMSC's needs, the SAINS team sat down with the users of its Hospital Information system to gain a thorough understanding of their requirements for the new solution. Based on the data gathered, the team was able to propose a solution that would answer the needs of NMSC.

Several training sessions were also held to teach the users about the functions and features of the new solution and to provide hands on experience so that users are able to make the best use of the solution from the get-go.

Phase 1 of the project is targeted to go live in early 2013.



Building entrance of Normah Medical Specialist Centre (NMSC)