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MyDigital, Cisco explore healthcare digitalisation

PETALING JAYA: MyDigital Corp and California-based technology conglomerate Cisco have jointly organised a workshop that featured discussions on transforming Malaysia's healthcare system via digitisation and innovation.

The healthcare sectoral workshop, which was organised on Oct 5 under the MyDigital Catalytic Projects initiative, was attended by 42 participants from five sectors.

"The workshop gives focus on virtual healthcare, where the patient's experience can be improved by streamlining patient communication, scheduling, consultation and follow-up appointments.

"Five potential use cases in virtual healthcare have been shortlisted – remote patient monitoring; emergency medical response (patient-centred); virtual palliative care; enhance interoperability of electronic medical records; and hospital-based virtual clinics," MyDigital said in a statement.

The workshop also supports Cisco's Country Digital Acceleration programme, a strategic partnership with government leaders to accelerate their national digitalisation agenda.

In Malaysia, the programme focuses on digital adoption across the public sector, energy sector, small and medium enterprises and telecommunications service providers.

According to MyDigital, the healthcare sectoral workshop showcased how artificial intelligence (AI) can be adapted by the sector for virtual healthcare services.

"AI can help gather relevant data by guiding a patient in an automated virtual triage exchange and then selectively escalating to an enterprise-scale contact centre.

"At that point, skilled clinicians can pick up the interaction without losing any data in the process," it said.

Cisco senior vice-president and global innovation officer Guy Diedrich said technology has transformed the accessibility to healthcare and has enhanced experiences throughout the entire patient care continuum.

"Cisco works with the world's leading healthcare providers to deliver fundamental capabilities in collaboration, security and networking that is re-imagining how we deliver care to those who need it most, quicker than ever before.

"Public-private partnerships have the unique ability to unlock the power of digitisation through co-innovation and co-investment.

"We are delighted to participate in this workshop to help showcase how digitisation can accelerate the evolution of Malaysia's healthcare sector," he added.