

Interactive Patients' Digital Interface: A Shari'ah Compliant Model: Patient Care System PACSYS™

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ABSTRACT

A fully integrated bedside solution helps to engage and entertain patients, making their stay in hospital more comfortable and supporting smoother day-to-day hospital running, enhancing efficiency, enabling faster recovery and supporting optimal clinical workflow for healthcare providers. PACSYS™ designed by Medic IG Infotech Sdn Bhd, a subsidiary of Medic IG Holdings Sdn Bhd, is an interactive bedside solution that delivers a wide range of TV channels, an extensive on-demand video library, internet connectivity and a reliable Shari'ah Compliant solution. It is the most comprehensive and interactive hospital media system available on the market today. Our partnership with Telekom Malaysia makes our hospital interactive Shari'ah Compliant solution second to none. Designed for the healthcare environment, PACSYS™ not only meets patients' entertainment and communication needs, but also provides extensive opportunities for hospitals to engage further through our range of powerful Patient Engagement and Clinical Solutions. Providing patients with access to entertainment can be extremely useful in keeping patients distracted, calm, and rested, and in the best possible condition to respond to treatment. Due to the Shari'ah Compliant Hospital requirement, the access to entertainment is being filtered through Salam Web Technologies™ which provides the filtering process in denying access to view non Halal websites. PACSYS™ was designed with the hospital environment in mind, providing patients with a wide range of multi-media services to keep them entertained and in touch with the outside world and delivers a selection of popular TV channels. PACSYS™ gives clinicians secure, direct access to the hospital information system at the point of care, POC. Clinicians use POC to view medical records, order and verify medication, and share patient scans and test results—right at the bedside. Patients have access to educational materials, satisfaction surveys and other helpful tools through PACSYS™. Medical staff can access videos, audio files, and documents to educate patients on Shari'ah related matters example prayer (solat), fasting and other Islamic knowledge and practices. Hospitals can prompt participation in patient surveys to collect real-time, actionable information on satisfaction scores.