



Second Telemedicine Innovation Challenge

More IT Savvy, More Healthy

2016

Telemedicine
Conference

Swan Convention Centre-Sunway Medical Centre,
16-18 Aug,2016

Smart Nursing Station

Administrative Work

Zoey is a nurse in a hospital. When a patient is admitted to the ward, she has several tasks such as checking the patient's baseline vital signs, getting the patient's history, orientate patient for hospital and ward settings, order medications from the pharmacy and serve it to the patient. Most of the times, she is also required to make booking on procedures ordered such as CT scan, MRI and X-ray. She also draws blood from patients, informs doctors that the patient has been admitted to X ward, informs the F&B department on patients' meals, prepares the room according to the Communicable Disease Centre protocol for isolation cases, and also informs housekeeping on cleaning. Furthermore, she must also document all the information gathered from the tasks above into her nursing notes or forms.

She thinks she has spent most of her time documenting instead of providing nursing care to the patients. She is thinking of ways to reduce the documentation workload so that she can spend more time providing a higher quality nursing care to patients.

Effective Communication

Patient Y was admitted to ward Z. Cheng Im, the nurse in-charge needs to call the consultant to inform him that the patient has arrived in ward Z. She makes several attempts to call the consultant. She thinks that it is time consuming to make such attempts to get through to the consultant as this also delays her care for other patients. Cheng Im is wondering if there is an automated message that can notify the consultants via phone without having to call them.

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