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Eighteen-Month Digital Transformation Leads to Record High Patient Satisfaction Ratings in Several Departments at World Class, Multi-Specialty Private Hospital

BANGKOK, Thailand, October 30th, 2018 - InterSystems, a global leader in health information technology, and Bumrungrad International Hospital have implemented the InterSystems TrakCare® electronic medical record (EMR) solution to support world-class care delivery, with early benefits achieved in patient satisfaction, safety, and efficiency.

Bumrungrad International Hospital is accredited by Joint Commission International and recognized as one of the world's leading and technologically advanced hospitals, specializing in tertiary care with patient-centric approach, it is one of the largest private hospitals in Southeast Asia, with 580 beds and more than 30 specialty centers. The hospital has 1,300 physicians, serving 1.1 million patients annually.

Bumrungrad has implemented TrakCare throughout the hospital. By utilizing TrakCare's unified Patient Administration and Clinical capabilities - including support for Emergency, Maternity, Surgery, Radiology, Clinical Laboratory, and Pharmacy - it has already delivered significantly positive patient experience.

"We achieved record high patient satisfaction ratings of over 95% over the past few months in several departments," said Kenny Lim, Chief Information Technology Officer, Bumrungrad International Hospital. "Paper usage across the entire hospital has fallen dramatically with TrakCare's deployment, and the increased use of electronic communications has helped to reduce journey times for patients."

With the near elimination of paper and an automated reporting system, the time taken to complete a health screening or checkup, for example, has been reduced. Other early benefits include improvements that contribute to patient safety and organizational efficiency.

Physicians and medical staff now use TrakCare to manage all patient interactions, facilitate clinical workflows, and support them in making the best informed decisions. Doctors and nurses are able to quickly and easily view a comprehensive, unified record for each patient and there is improved communication between care teams and departments.

TrakCare's clinical decision support system provides safety alerts for a range of risks including drug interactions, therapeutic duplications, and duplicate orders. It is also integrated with patient monitors and used to deliver closed-loop medication management, designed to minimize medical

errors and provide safeguards to help improve patient safety.

As an early adopter of TrakCare Lab Enterprise, the world's first laboratory business management system and a unified module within TrakCare, Bumrungrad is now gaining visibility into clinical laboratory processes to support better operational decision-making. InterSystems HealthShare® is also enabling interoperability with non-TrakCare systems within and outside the hospital.

Bumrungrad expects to achieve further benefits to the quality of care in the future. With all patient data captured in one database, it can analyze data to achieve continuing reductions in unexpected outcomes. "We expect to achieve continual improvements in clinical outcomes with the EMR," said Lim. "Over the next few years, hospitals will see almost all medical tools become digital. The challenge will be to get them all integrated with the EMR and managed in a single holistic solution."

"InterSystems is proud to be partnering closely with Bumrungrad International Hospital to deliver world class care to patients," said Kerry Stratton, InterSystems Managing Director, Asia Pacific. "The hospital joins a community of TrakCare customers in over 25 countries who benefit from global best practice built into the product and regional configurations proven to support local market needs. We believe this digital transformation will help Bumrungrad to innovate faster, while delivering better outcomes."

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About Bumrungrad International Hospital

Bumrungrad International Hospital is an internationally accredited, multi-specialty hospital located in the heart of Bangkok, Thailand. Founded in 1980 and listed on the Stock Exchange of Thailand in 1989, it is one of the largest private hospitals in Southeast Asia, with 580 beds and over 30 specialty centers. Bumrungrad International offers state-of-the-art diagnostic, therapeutic and intensive care facilities in a one-stop medical center. Bumrungrad International serves 1.1 million patients annually, including over half a million international patients. As the first JCI accredited hospital in Asia and the first hospital in Thailand with a lab accredited by the College of American Pathologists (CAP), Bumrungrad is consistently recognized as one of the leading hospitals in the world.

About InterSystems

InterSystems is the information engine that powers some of the world's most important applications. In healthcare, finance, government, and other sectors where lives and livelihoods are at stake, InterSystems has been a strategic technology provider since 1978. InterSystems is a privately held company headquartered in Cambridge, Massachusetts (USA), with offices worldwide, and its software products are used daily by millions of people in more than 100 countries. For more information, visit InterSystems.com.

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