



PRESS RELEASE

ELEVATING THE MALAYSIAN HEALTHCARE SYSTEM THROUGH DIGITALISATION

PUTRAJAYA, 6 October 2022 – Worldwide leader in technology Cisco, in collaboration with MyDIGITAL Corporation hosted the MyDIGITAL Healthcare Sectoral Workshop at the Le Meridien Putrajaya on Wednesday, 5 October.

The engagement was jointly organised under the MyDIGITAL Catalytic Projects initiative and supports Cisco's Country Digital Acceleration (CDA) program. The MyDIGITAL Catalytic Projects initiative aims to accelerate the digital and technological transformation of Malaysia's economy by understanding the challenges that companies face when innovating and acting as a facilitator to the right solutions.

Similarly, Cisco's CDA program is a strategic partnership with government leaders to accelerate their national digitalisation agenda and create new value for the country, its businesses, and citizens. In Malaysia, the program focuses on digital adoption across public sector, energy sector, SMEs, and telecommunications service providers. This extends to connecting key ecosystem healthcare partners, patients and staff with transformative technologies to power inclusive care for all.

The workshop, which was attended by a total of 42 participants from five sectors, featured discussions revolving around how digital transformation and innovation can transform and modernise Malaysia's healthcare system. 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, namely:

- I. Remote patient monitoring (RPM)
- II. Emergency Medical Response (patient-centred)
- III. Virtual palliative care
- IV. Enhance interoperability of Electronic Medical Records (EMR)
- V. Hospital-based virtual clinics

Over the past two years, the Covid-19 pandemic has underscored the importance of the country's healthcare system. Malaysia's experience in responding to the coronavirus, as well as the need to prepare for potential future epidemics, has spurred the adoption of virtual healthcare services as the next natural step in modernising its healthcare system.

The Healthcare Sectoral workshop showcased how 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.

The adoption of technology not only allows for a more efficient system but also makes healthcare much more accessible to those who are less mobile or unable to physically attend a consultation.

According to **Dato' Sri Mustapa Mohamed**, Minister in the Prime Minister's Department (Economy), "Malaysia was able to weather the challenges of the Covid-19 pandemic due to sound government policy and its solid healthcare system. However, there is still a need to modernise and start adopting digital technology to our healthcare systems. I am extremely encouraged by the productive and fruitful discussions during this workshop and am even more excited to see how we can take these ideas forward for our country's benefit. We are proud to collaborate with Cisco in this very timely engagement".

Guy Diedrich, Senior Vice President & Global Innovation Officer for Cisco said, "Technology has transformed 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 reimagining 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 digitization through co-innovation and co-investment. We are delighted to participate in this workshop to help showcase how digitization can accelerate the evolution of Malaysia's healthcare sector."

The MyDIGITAL Catalytic Projects is a proactive and far-reaching push to accelerate the digital and technological transformation of Malaysia's economy. It paves the way for a future where the public and private sectors collaboratively work in tackling issues using technological solutions to future proof the economy.

About Cisco

Cisco (NASDAQ: CSCO) is the worldwide leader in technology that powers the internet. Cisco inspires new possibilities by reimagining your applications, securing your enterprise, transforming your infrastructure, and empowering your teams for a global and inclusive future. Discover more on [The Newsroom](#) and follow us on Twitter [@Cisco](#).

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About MyDIGITAL Corporation

MyDIGITAL Corporation, formerly known as the Strategic Change Management Office (SCMO), was established as a special purpose vehicle under the Economic Planning Unit (EPU), Prime Minister's Department (JPM).

MyDIGITAL Corporation monitors the progress and evaluates the implementation performance, as well as the overall outcome of the digital economy and 4IR agenda detailed in the Malaysia Digital Economy Blueprint (MDEB) and the National Fourth Industrial Revolution (4IR) Policy. Additionally, it acts as the secretariat for the National Digital Economy and 4IR Council (MED4IRN) that is supported by the secretariat at the cluster level.

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