

# HEALTHCARE SERVICES

## Ambulance Service – Information Systems

### BUSINESS OBJECTIVES

- Modernization of the communications infrastructure for improved resource management, planning and control
- Sharing of Pre-hospital Electronic Patient Record System (EPR) with HMC Cerner as part of National Patient record.
- Improving management of Ambulance Service Resources/Assets
- Capturing actual working hours, measuring and translating to payments
- Refining Supply Chain and Distribution processes

### Malomatia's ROLE

- Manage the implementation of Ambulance Service Information System including Rostering, Fleet management , Computer Aided Dispatch and Electronic Patient Record systems
- Business Requirements Management, System Integration, Testing and Quality Assurance
- Business Intelligence Operational and Performance Reporting
- ITIL Service Management Processes
- Planning and design for eBusiness Enterprise Supply Chain Solution
- Biometric Finger printing for Time Management Solution

### RESULTS ACHIEVED

- Sharing of patient's medical record, uniting the information held on a number of systems from the pre-hospital setting.
- Ability to forward schedule resources for up to three months, reducing the overall effort to create staff rosters and the calculation of overtime payments .
- Tracking management and distribution of ambulance resources including the creation and transfer of clinical pre-packs.

