

# Advancing Healthcare Services Through Digitisation And Smart Technology

## Challenge:

Emergency services play a critical role in the healthcare industry. However, frontliners of the hospital in question were often left unaware of an ambulance's whereabouts and lacked real time communication during emergencies. In addition, the necessary database on the location of ambulances was not updated in real time (i.e. while the ambulance is on the move), thus compromising rescue efforts.

## Solution:

Celcom provided the client with the latest 5G connectivity, HD cameras, GPS telematics and cloud software, enabling remote support in times of urgent need. This in turn improved patient care and reduced mortality.

Smart ambulances were provided and each equipped with high definition (HD) and artificial intelligence (AI) cameras to monitor conditions inside the ambulance, includes the view from the driver's perspective. The smart ambulances were also equipped with fleet management and GPS tracking systems for real-time monitoring and surveillance of their whereabouts.

In addition, body cameras were installed on emergency healthcare responders to project a live view of the situation at hand back to the hospital's command centre.



## Results:



With full visibility on ambulance whereabouts and behavioural analysis of drivers, patient waiting time was reduced



The digitisation of patient data enabled faster diagnosis and treatment of patients



With high speed and real time rich communication, remote support from the hospital was enabled, leading to improved care and reduced mortality rate



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 The 5G enabled smart ambulances bring a whole new meaning to connected healthcare and have resulted in direct benefit to our patients.  
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 President & Executive Deputy Chairman  
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