

## **Gleneagles** MEDICAL CENTRE PENANG

Gleneagles Medical Centre  
Penang, Malaysia  
www.gleneagles-penang.com

### **Industry:**

Healthcare

### **Oracle Products & Services:**

Oracle Database  
Oracle Real Application Clusters  
Oracle Reports  
Oracle Discoverer  
Oracle JDeveloper

### **Oracle Partner:**

**komp@kar**  
*makes IT happen*

Kompakar eHealth Tech Sdn Bhd  
Selangor, Malaysia  
www.kompakar-ehealth.com

**“The eTHIS system from Kompakar eHealth has helped us improve the level of patient care. It is a robust application that delivers every aspect of healthcare management. I was very impressed with Kompakar eHealth’s project management skills and support throughout the implementation.”** – Ronald Koh, General Manager, Gleneagles Medical Centre

## **Gleneagles Medical Centre Penang Improves Patient Care with New Healthcare Management System**

Established in 1973, Gleneagles Medical Centre was the first private hospital on the island of Penang, Malaysia. The Centre provides a wide range of medical services with fully-equipped healthcare facilities, following a four-year redevelopment in the late 1990s. Gleneagles Medical Centre has 200 beds.

### **Challenges**

- Replace antiquated terminal-based system with integrated healthcare management platform
- Automate workflow and reduce reliance on manual data entry
- Give staff easier access to complete patient data
- Enable in-depth reporting and analysis

### **Solution**

- Engaged Oracle Partner Kompakar eHealth to customize and implement eTHIS, a total hospital information system developed using Oracle technology
- Lowered costs and achieved swift deployment by choosing a locally-built system that includes easy access to onsite support after the go-live date
- Ensured 24/7 system availability by running eTHIS application on Oracle Database 10g and Oracle Real Application Clusters in a two-node cluster
- Improved efficiency by cutting down registration time and automating manual tasks
- Provided staff with secure, Web-based access to system, ensuring they can view patient data and business information from anywhere and at any time
- Enhanced care by providing medical professionals in all departments with a complete patient record, including accurate information on all tests and treatment plans
- Improved financial management by enabling accounting staff to view all treatments received, so they can bill patients accordingly when they are discharged
- Gained ability to undertake reporting and analysis