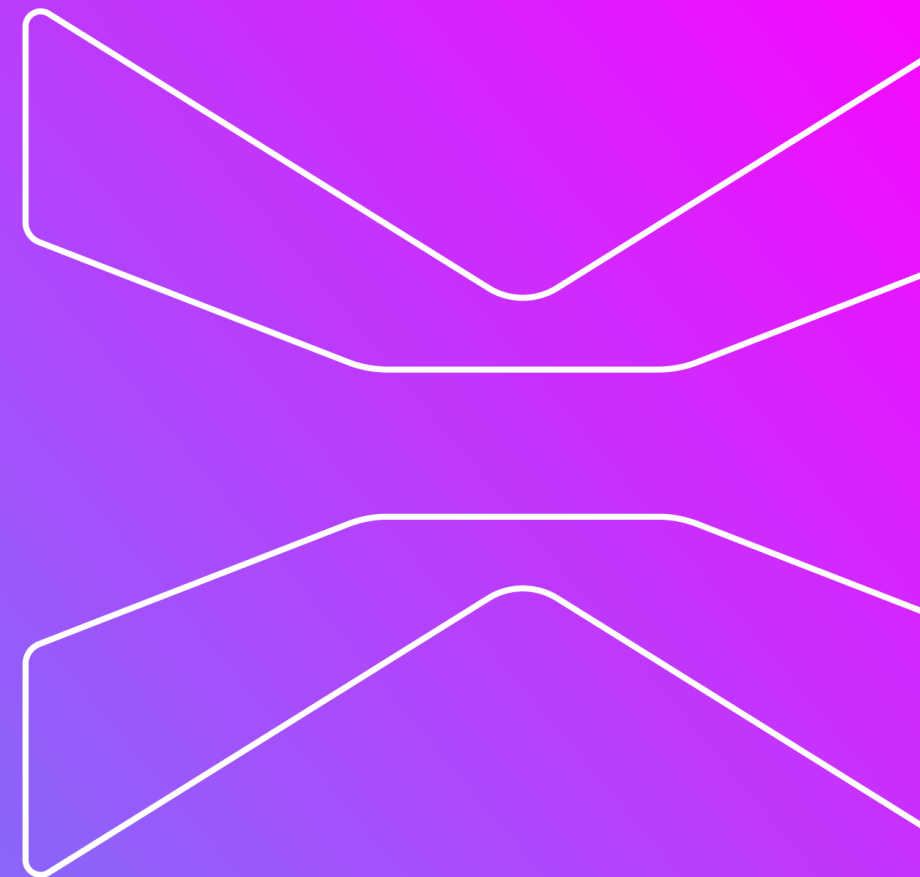


# Dive into the HealthTech Landscape in Singapore Public Healthcare



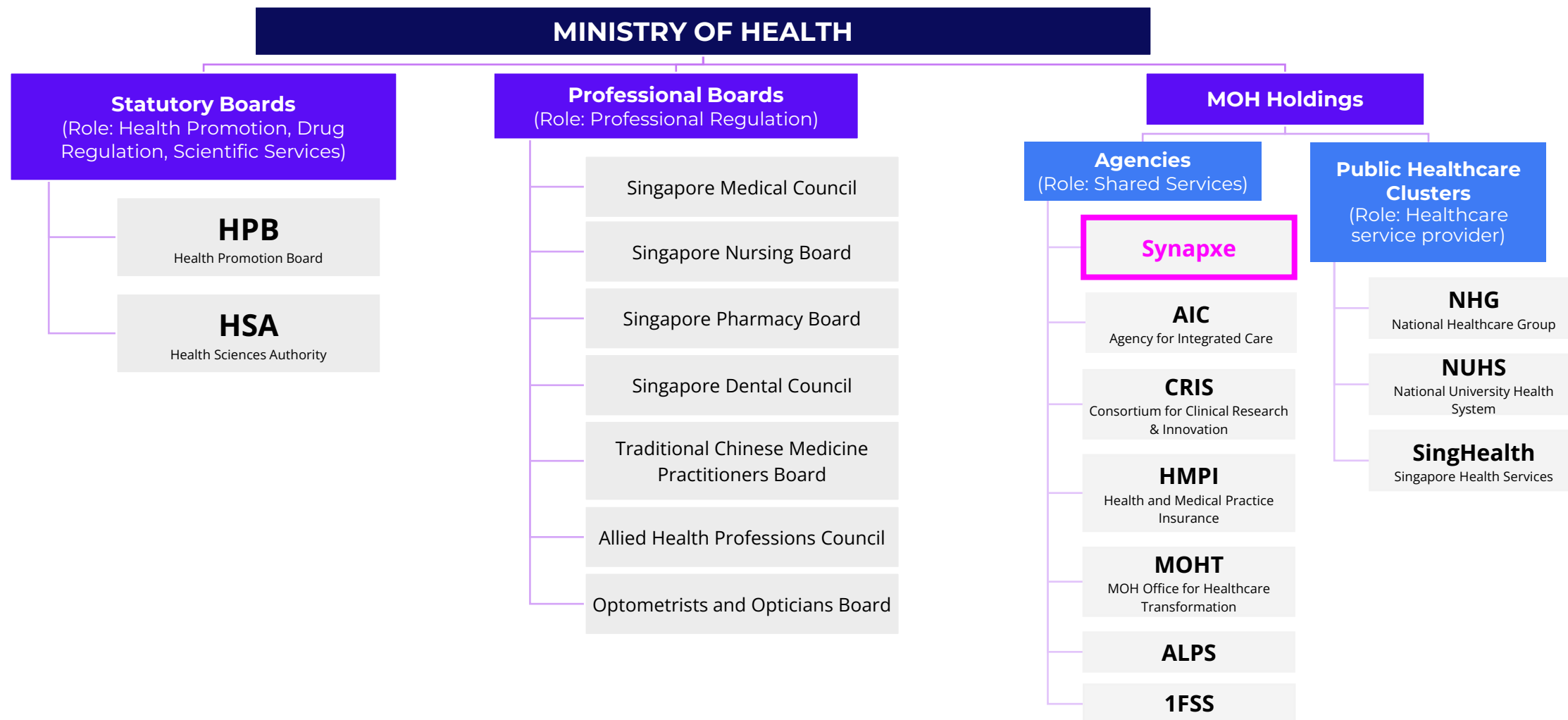
**Glenn Neo**

Director,  
Innovation Capabilities Enablement (ICE)



# We are the national HealthTech agency inspiring tomorrow's health

Synapxe is the IT service provider for MOHH entities, and the HealthTech agency for MOH



# We connect Singapore's Health ecosystem through technology, serving the public healthcare sector and citizens

WITH AN  
END-TO-END  
SUITE OF  
CAPABILITIES

-  IT Policy & Governance
-  Cyber Defence
-  IT Planning & Strategy
-  Facilities & Policies Enablement
-  Systems & Products Development
-  Systems Operations
-  AI, Data Science, Robotics
-  Architecture, Standards & Clinical Informatics
-  Partnerships, Research, Experiments & Trials



# We connect Singapore's Health ecosystem through technology, serving the public healthcare sector and citizens

WE SERVE &  
SUPPORT



**>1,500** Non-public Healthcare Providers

Research Institutions & Partners  
AI-Singapore

Other Ministries & Government Agencies  
MOM, MTI, MOE, OGP



# We play multi-faceted roles within the Singapore HealthTech landscape



@ MOH may still determine select functions under specific settings/ circumstances be **mandated** for strategic purposes

# We manage, develop and operate >600 systems across the healthcare landscape

Most healthcare institutions use Synapxe-powered technology, and a number of private providers use our SaaS products

<p><b>ANALYTICS &amp; DASHBOARDS</b></p> <ul style="list-style-type: none"> <li>HEALIX</li> <li>Command, Control &amp; Communications (C3)</li> </ul>	<p><b>MOBILE APPS</b></p> <ul style="list-style-type: none"> <li>HealthHub</li> <li>OneNUHS</li> <li>Health Buddy</li> <li>NHG Cares</li> </ul>	<p><b>AMBULATORY CARE DELIVERY</b></p> <ul style="list-style-type: none"> <li>Smart CMS</li> <li>CHAS/ CDMP Portal</li> <li>GPCConnect</li> </ul>	<p><b>ELECTRONIC MEDICAL RECORDS</b></p> <ul style="list-style-type: none"> <li>NGEMR</li> <li>ILTC Portal</li> <li>MFEC</li> <li>InterRAI 2.0</li> </ul>	<p><b>COMMUNITY CARE</b></p> <ul style="list-style-type: none"> <li>NHELP</li> <li>Integrated Referral Mgt System</li> <li>Care360</li> </ul>
<p><b>BACKROOM OPERATIONS</b></p> <ul style="list-style-type: none"> <li>eRoosting</li> <li>Queue Management System</li> <li>RTLs</li> <li>Patient Info Board</li> <li>Meals Ordering</li> </ul>	<p><b>TELEHEALTH</b></p> <ul style="list-style-type: none"> <li>PTEC</li> <li>MIC@Home</li> </ul>	<p><b>DIAGNOSTICS IMAGING</b></p> <ul style="list-style-type: none"> <li>Rad Info System</li> <li>Eye Imaging Tech</li> <li>Gynecological imaging Tech</li> </ul>	<p><b>CLINICAL SPECIALTY</b></p> <ul style="list-style-type: none"> <li>DentalNotes</li> <li>Endoscopy</li> <li>OT Systems</li> <li>Infection control system</li> <li>AIMS</li> </ul>	<p><b>PATIENT OPERATIONS</b></p> <ul style="list-style-type: none"> <li>National Billing System</li> <li>National eFC System</li> <li>OSG (Grants)</li> <li>CoSy (Health Finance)</li> </ul>
<p><b>SECURITY SERVICES</b></p> <ul style="list-style-type: none"> <li>Privilege Access Mgmt</li> <li>Database Activity Monitoring</li> <li>Healthcare VPN</li> </ul>	<p><b>CARE CONTINUITY</b></p> <ul style="list-style-type: none"> <li>NEHR</li> <li>Consumer Generated Data Repository</li> </ul>	<p><b>LABORATORY</b></p> <ul style="list-style-type: none"> <li>End-to-end Lab Automation</li> <li>Digital Pathology Sys</li> </ul>	<p><b>PHARMACY</b></p> <ul style="list-style-type: none"> <li>Pharmacy Automation/ Robotics</li> <li>National Central Fill Pharmacy</li> <li>NHIPS</li> </ul>	<p><b>CHANNELS &amp; CRM</b></p> <ul style="list-style-type: none"> <li>Clinical &amp; non-clinical DMS</li> <li>eBudgeting</li> <li>CRM platforms</li> <li>Corporate websites</li> </ul>
<p><b>TRIALS / UNDER DEVELOPMENT</b></p>		<ul style="list-style-type: none"> <li>Secure GPT</li> </ul>	<ul style="list-style-type: none"> <li>AIM.SG <i>AI for Medical imaging</i></li> </ul>	<ul style="list-style-type: none"> <li>AV-MED <i>For meds adherence</i></li> </ul>



# There are longstanding innovation challenges/barriers in Singapore's HealthTech landscape

## CHALLENGES/BARRIERS

Our innovation aspiration is a **Democratised Way of Working** by any individual, and any entity (including Clusters, Agencies, Industry Partners and Institutes of Higher Learning) in OUR Healthcare Ecosystem

**A**

**Complex Healthcare Ecosystem & Systems Landscape**

There are around 600 systems in the public healthcare domain, how do we navigate and architect to support innovations yet not to proliferate further

Who among the parties to engage to maximise outcomes and speed to response?

How to balance priorities for BAU projects innovation projects when we are in a demand outstrips supply situation?

**B**

**Long Contracting/ Agreement Processes and mainstreaming**

How might we speed up the contracting process for POC/POV?

Typically tech innovation metrics measure success at project level and less (difficult to) on system level where it supports business process re-engineering and transformation. How can we ensure the evaluation is more holistic?

**C**

**Compliance to Cybersecurity Policies**

The delicate balance between risk exposure and cost where policy compliance for the different stages of innovation cycle (POC/POV/Pilot) is required

# ICE – a very 'COOL' name, which stands for Innovation Capabilities Enablement



## *What we do?*

***Facilitate sector and industry collaboration  
to crystallise ideas, distill viable innovations,  
and pollinate adoption across Singapore  
Public Healthcare***