

iTriage

patent pending

Automated triage platform for faster, smarter, and more reliable patient triage

HealthX StartUp Day 2025

By: Benjamin Hong, CEO iota medtech

Successful Track Record of AI development and adoption in Singapore's Public Healthcare

- History of successful collaboration with Singapore Public Healthcare Clusters since 2019
- Worked with Synapse for AI deployment in public healthcare institution

THE STRAITS TIMES



(From left) Benjamin Hong, CEO of Iota Medtech, and Associate Professor Ng Kai Hoe, Medical Director of the National Neuroscience Institute, pose in front of a computerised tomography scan machine, which produces brain scans for analysis. PHOTO: NATIONAL NEUROSCIENCE INSTITUTE



HSA manufacturer's license for multi-AI agent platform and AI agents

- **iota** medtech is an ISO13485 certified AI-as-a-medical-device manufacturer
- Manufacturer's license for AI agent platform (Popu**Care**) and AI agents (**iTriage** ...)
- Track record, HSA approved Class C AI-as-a-medical device in clinical use



iota - ISO13485 cert



HSA approved Class C medical device



iTriage Video Pitch

[Click here to watch the video pitch](#)

Challenge

- **Manual, clinician-driven triage is time-consuming and inconsistent**
- **Fragmented systems risk incorrect patient prioritization**
- **High workload contributes to fatigue, stress, and potential errors**
- **Limited hours of availability (e.g. hotlines) leave gaps in patient access**



Our Solution – iTriage (patent pending)

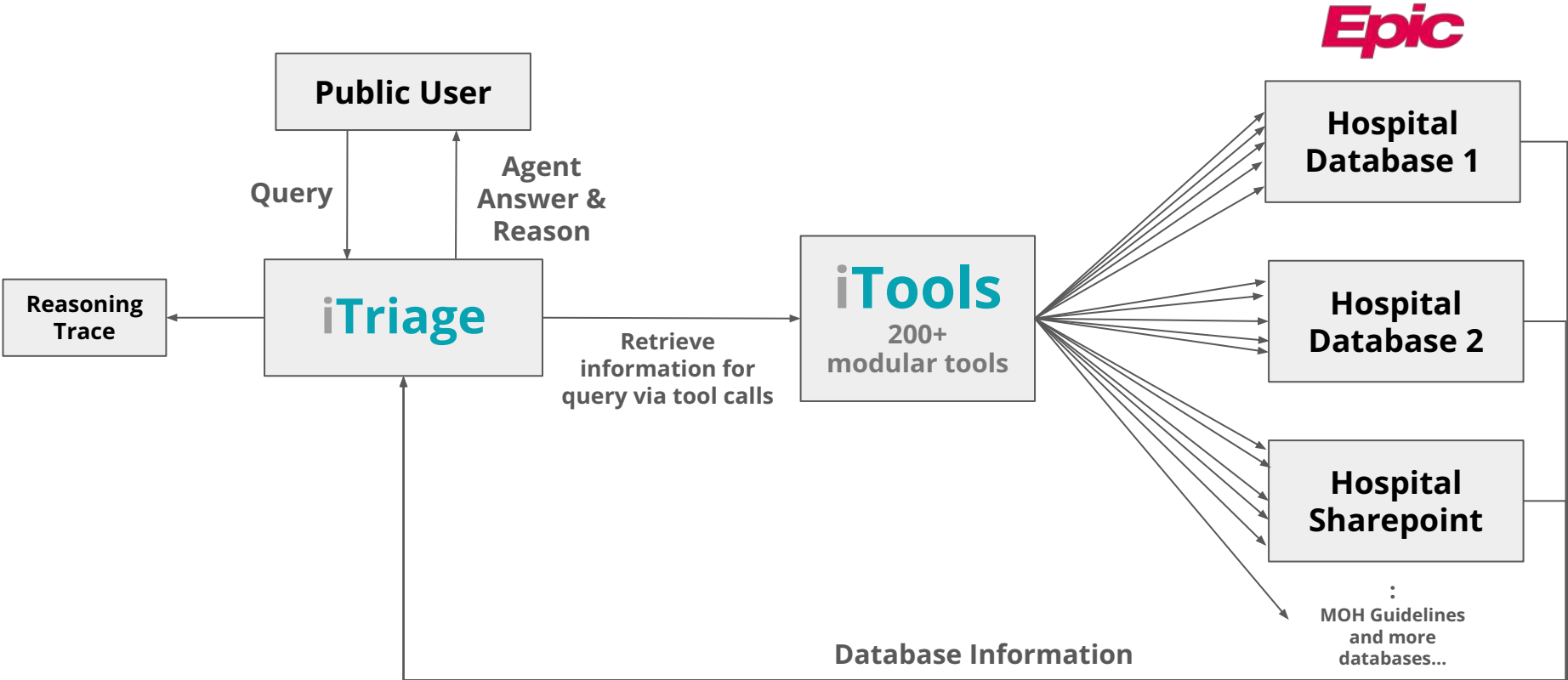
- **iTriage**, a triaging platform with tailored AI Agent assistants for specific triaging use cases
- **Secure, compliant, and designed with consultation with HSA**
- **Currently working with Synapxe for HealthX Sandbox**



iTriage Video Demo

[Click to view iTriage in action](#)

iTriage - Architecture Diagram



iTriage – Multiple Database Integration

- iTriage utilises iTools to connect to **multiple** Hospital Databases & MOH and international protocols
- iTriage does AI-driven triage of patients by retrieving patient information and hospital-specific protocols from multiple existing hospital databases



iTools – Multi-Database Integration for Smarter Triage

- Scalable library of over 200 customisable triage tools, supporting growth without disrupting existing workflows
- **No need for database migration**, reducing setup time and IT disruption
- Retrieve hospital live queue and waiting time, reducing unnecessary waiting and improving patient experience



iTriage – Use Cases

iTriage has a tailored AI agents for the following use cases:

- **iTriage:Emergency Room** – Supporting patient triage for clinicians
- **iTriage:Call Centre** – Assisting nurses in call centres
- **iTriage:Polyclinic** – Supporting polyclinics in triaging walk-in patients
- **And more subjected to your hospital's needs**



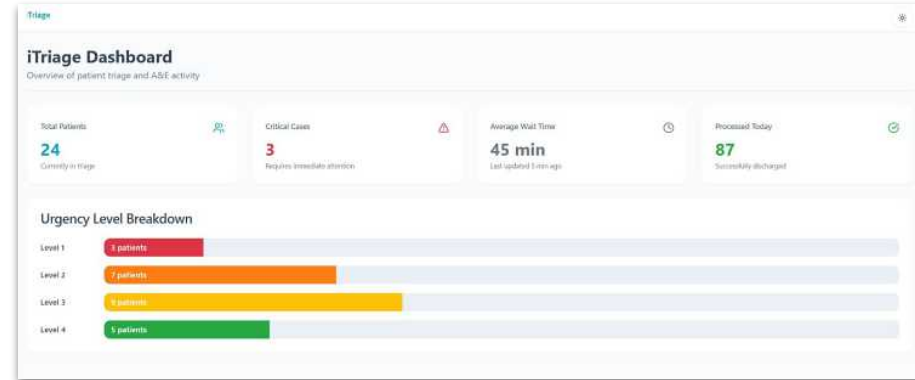
iTriage:Emergency Room

- **iTriage:Emergency Room** supports the team by handling patient triage 24/7
- Accessible from anywhere via QR Code, website or hospital app, allowing patients to self-triage immediately



iTriage:Emergency Room

- Patient symptoms are summarised in iTriage's nurse dashboard, saving time for nurses
- Critical cases are flagged for urgent attention by nurses, saving precious time



iTriage:Call Centre

- **iTriage:Call Centre** extends triage nurse hotline support beyond working hours
- **iTriage:Call Centre** responds through an AI voice agent trained on telephone triage, reducing wait times and ensuring timely escalation of urgent cases



iTriage:Polyclinic

- Walk-in patients create unpredictable demand, disrupting polyclinic scheduling and workflow
- iTriage:Polyclinic guides patients on whether to walk in or schedule an appointment for another day, reducing disruption to clinic flow
- Accessible via online website, app or a QR code at the polyclinic



iTriage – Proof of Concept

Description	Success Criteria	Start Date	End Date	Duration
iTriage		15 Nov 2025	15 Mar 2026	4 Months
Milestone 1: Deployment of iTriage	iTriage is deployed and ran successfully.	15 Nov 2025	15 Dec 2025	1 Month
Milestone 2: iTools Configuration & Testing of Hospital Database APIs	iTools tool calls able to retrieve correct information from hospital databases	15 Dec 2025	15 Jan 2026	1 Month
Integration and Testing of frontend	User Interface end-to-end workflow successfully works	15 Jan 2026	15 Feb 2026	1 Month
Milestone 3: Testing of Agent for use cases	iTriage is successful in providing the right answers to the query	15 Feb 2026	15 Mar 2026	1 Month

Why iTriage is ideal for healthcare institutions with varied databases

Features	iTriage	EPIC
iTools specialised tool calls to multiple databases	✓	iTriage complements EPIC
Tailored triaging AI Agents based on hospital-specific criteria	✓	iTriage complements EPIC
Multiple Database Integration	✓	iTriage complements EPIC
Integration with EPIC EHR	✓	iTriage complements EPIC
Answers with in depth reasoning	✓	iTriage complements EPIC
Option for 24/7 Accessibility	✓	iTriage complements EPIC
Accessible Reasoning Trace for Audit	✓	iTriage complements EPIC
Scalable with PopuCare platform	✓	iTriage complements EPIC

Strengthens investment in **Eplic** by adding complementary capabilities

Scalable:

iTriage is part of our multi-AI agent platform, **PopuCare** (patent pending)

- Accelerate the co-creation of specific triaging agents on iota's PopuCare platform

Our Agents:

Meet our suite of intelligent AI Agents. Each designed to improve various healthcare workflows.

iTriage

iCall

iPharmacy

iReport

iSearch

iText

iTreatment

iAlert

International patent & US collaboration

- iota has submitted a patent application for PopuCare since April 2024
- iota has been collaborating with a leading US hospital system through the **A*Star Elevate US Program** for over a year and have cleared key milestones like **security & AI governance committee** to pilot in the US



THE FUTURE IS NOW

iota medtech

iota medtech builds the
intelligence layer for the world's
leading hospitals

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AI Prioritisation & Screening

Multi AI-agent Platform

AI Diagnosis & Treatment