Cloud Computing
and Malaysian GP Clinics

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Many out there are aggressively promoting cloud-based electronic medical records (EMR) with low costs. It is important to understand the development and objectives of medical cloud services.

Firstly, most medical cloud service providers are more interested in collecting data. This data can be used in very big ways by private hospitals, pharmaceutical companies or anyone else as it involves valuable insights into patients' behaviour and the possibility of predicting patients' behaviour. Are doctors ready to be 'used' to gather this data? Are doctors going to fuel further commercialisation of this once noble medical field? In our capitalist economy, the primary objective of companies, corporations or even governments sometimes, will eventually be profits, and the cloud data providers will be naturally inclined to utilise the vast database available to them to collaborate with these organisations.

In the end doctors are going to end up as the tools used by these organisations to further squeeze the sick of wealth at the expense of privacy and health. Will organisations focused on profit be interested in treatments that do not profit them? Will pharmaceutical companies be interested in treatment modalities that cannot be patented?

Secondly, it is almost impossible to secure the data in the clouds. No matter what the IT experts call as security, a cloud server is still a physical server sitting in a data centre where technicians, engineers or even maintenance personals have access to it. If banking, governmental and military data can be compromised, what more with medical data? The most concerning aspect is the possibility of the data being used without anyone ever noticing! One may argue similar risks apply to the non-cloud servers residing in the clinics. True, but those servers only house data of individual clinics, not hundreds or thousands of clinics like in the cloud servers.

Thirdly, internet connectivity. In most rural settings and even in some urban areas, internet connectivity leaves a lot to be desired. For busy clinics particularly, a short duration without a usable EMR can spell disaster. Imagine when a doctor is unable to view past records, appointments or key in procedures or treatments. For doctors experienced in managing clinics, nurses and staffs, they would surely understand the chaos that can ensue. Not to mention the chain effects of such an outage where doctors or staffs have to spend time saving the missed patients' details and effectively prolonging the waiting times of other remaining patients. While such an outage may occur even on local networks or computers within the clinics, at least these can be solved easily, as opposed to the internet connectivity where most of the time we are left at the mercy of the internet service providers.

Fourthly, most EMRs are built by non-doctors, or built with the assistance of doctors at best. The builders tend to become too ambitious in collecting the data and this can result in a workflow that does not make sense to the medically trained. They usually expect clinicians to save up every bit of patients' information with numerous clicks. As doctors dealing with a variety of patients and problems, we know that is not possible all the time. For a GP, the problem is even worse as few EMRs have comprehensive ways to deal with the many panels that have their own requirements in terms of billing and invoicing. As opposed to standalone systems, cloud-based systems cannot be customised easily as they need to cater to the majority.

Lastly, it is important to note that the decision makers should be the patients. In cloud-based systems, the patients' data is transmitted beyond the doctor to the cloud servers, regardless whether the patients consent or not. What happens to doctor-patient confidentiality? What if the patients request for their information to be kept confidential? As doctors it is important for us to maintain our first priority, patients.

BookDoc's Collaboration with
PERKESO and FOMEMA

BookDoc has recently established collaborations with PERKESO and FOMEMA, where BookDoc is appointed as the technology enabler to provide convenience to the users to search for panel clinics, check operation hours, book appointments, contact the clinics as well as providing navigation to the clinics.

PERKESO Partnership

PERKESO collaborates with BookDoc to enable their eligible insured persons to access information of panel clinics and make online appointments for SOCSO Health Screening Program (HSP). This enhancement is to improve accessibility to service providers and encourage more participation in the HSP. Official notifications via both letter and email had been sent out by PERKESO to inform about the collaboration. A special FAQ section had also been created on the HSP website to help address some potential inquiries **(http://sehat.perkeso.gov.my/bookdoc)**.

As PERKESO pointed out, by default all the HSP panels & basic information would be listed on BookDoc platforms to enabled insured person to search and navigate to HSP panels nearby. Those interested panels are also welcomed to provide BookDoc with more information to be displayed and even activate the real-time appointment feature to streamline workflow. Nevertheless, the panels are also given the option to opt out from this programme even though participation is Free-Of-Charge (FOC).

FOMEMA Partnership

The objective of the partnership with FOMEMA is to improve accessibility, enhance productivity and streamline the medical screening process of foreign workers. Via BookDoc the employers can easily access information of the FOMEMA Panels (e.g. contact number, address, operating hours), book appointments for their foreign workers and reduce waiting time.

Panel doctors will be able to make early preparation as regards to staff availability and workflow coordination, preventing last minute scrambling or neglecting regular patients when there is a large group of foreign workers involved.

FOMEMA has officially informed the panels on the partnership with BookDoc, and that listing on BookDoc and usage of its real-time appointment system for all Fomema related bookings are FREE, provided the panels complete the registration process by **31st Jan 2017**. If any panels decide to join after **31st Jan 2017**, there shall be a one-time registration fee mainly to cover the transportation & manpower costs incurred as BookDoc representatives will need to make special visits.

About BookDoc

BookDoc is an open & neutral platform that allows users to search for healthcare professionals by specialty, locality and availability via mobile applications and website. We are not directly nor indirectly owned by any medical group/company, and we are also guided by an Advisory Group **(https://sites.bookdoc.com/advisory-group/)** so that our platforms remain neutral, objective, and professional.

Since BookDoc started, we have now expanded to 4 countries and 17 cities and we have also collaborated with major partners like Grab, Agoda, AirAsia, Berjaya Hotels & Resorts, Swiss Garden International, etc. in order to create convenience for not only locals but also travellers who need medical assistance. Our mission is always to improve access to healthcare, and we shall continue to do so with more collaborations and IT development.

Special Offer

BookDoc is currently running a special campaign where any doctors who are neither Perkeso nor Fomema panels are also able to list their practice on BookDoc for FREE and there is no one-time registration fee provided they complete the registration by **31st Oct 2016**. For those who are interested, please do not hesitate to contact BookDoc.

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