

## Bangkok Dusit Medical Services, Thailand

- *Increased efficiency*
- *Reduced duplicate orders*
- *Reduced lost test results*



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*Sasidharan Sreedran, Organization Development Director, Bangkok Dusit Medical Services*

## TrakCare Supports Rapid Growth at Bangkok Dusit Medical Services

Bangkok Dusit Medical Services (BDMS) is the leading health service provider in Thailand with 18 hospital branches across the country. Its Bangkok Medical Center (BMC) is a four-hospital medical campus featuring numerous specialties, 650 doctors, the pervasive use of advanced technology, and a focus on patient care that draws clients from Thailand, Asia, and around the world. BDMS relies on InterSystems TrakCare™ to help it meet the highest standards for care and operational efficiency.

BDMS chose TrakCare because it includes a Web-based Electronic Patient Record (EPR) that provides a single view into patient information from across all departments. This unified information environment is delivering significant value for BDMS, as clinicians now have immediate access to comprehensive patient information, from drug allergies to orders and results. For example, when they order lab tests through the TrakCare EPR, those orders are immediately available in the LAB module. As soon as a result is posted by the lab, it is viewable by clinicians using the EPR. The shared EPR minimizes turnaround time, enables cumula-

tive results viewing, and ensures that clinicians have all relevant information before deciding on a treatment plan. And TrakCare has virtually eliminated lost lab requests, lost results, and double ordering of tests.

The Bangkok Heart Center, part of BMC, benefits from the power and flexibility of TrakCare. It has extended the TrakCare LAB module with interfaces to point-of-care test devices. Test results from these bedside instruments are recorded in the TrakCare LAB module; the information flows automatically into the rest of the TrakCare system – available to all authorized caregivers and linked to the patient for billing and other purposes.

“With TrakCare, we have a unified system that has increased our efficiency and given our doctors more time to focus on patient care,” notes Sasidharan Sreedran, Organization Development Director for BDMS. “Quicker turnaround time on test requests and immediate information availability at the point of care are driving even better clinical decisions and outcomes.”

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