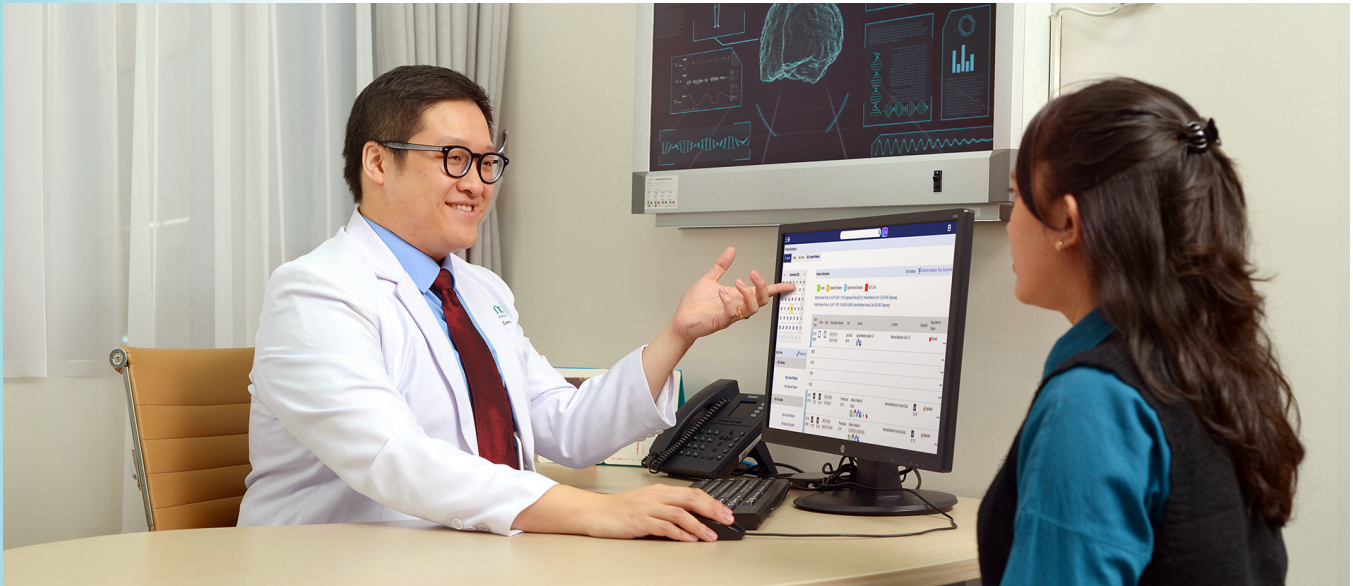




CUSTOMER

EMC Healthcare

CHALLENGE

Seamlessly integrate AI into EMC's Electronic Health Record system to reduce clinicians' digital workload and enhance efficiency, satisfaction, and patient engagement.

SOLUTION

EMC deployed a new AI-powered EHR system, **InterSystems IntelliCare®**, across its eight hospitals, marking a significant milestone in its digital transformation journey.

OUTCOME

With fewer "clicks" and streamlined documentation, clinicians report time savings, less cognitive burden, more productive consultations, and higher-quality clinical notes.

EMC Healthcare Deploys AI-powered InterSystems IntelliCare to Enhance Efficiency and Patient Care

EMC (Elang Medika Corpora) Healthcare is a leading Indonesian healthcare network with eight hospitals offering a comprehensive range of medical specialties, including cardiology, neurology, orthopaedics, and oncology. For decades, EMC has distinguished itself through clinical excellence and outstanding patient experience, powered by a strategic commitment to AI and digital transformation that enhances care delivery and hospital operations.

Since 2022, EMC has placed digital innovation at the core of its strategic vision. The implementation of the **InterSystems TrakCare®** Electronic Health Record (EHR) system, completed in 2024, transformed patient care across EMC's hospitals. It has enhanced clinical workflows, improved operational efficiency, and laid the foundation for connected care.

EMC has earned several prestigious recognitions for its dedication to excellence in healthcare delivery and continuous improvement. InterSystems, accredited by HIMSS as a Digital Health Technology Partner, has supported EMC achieve HIMSS Stage 6 EMRAM validation for its Grha Kedoya Hospital. The EMC Pekayon, EMC Alam Sutera, EMC Tangerang, and EMC Grha Kedoya hospitals have also been accredited by the Joint Commission International (JCI).

Even with these advances, many of EMC's 700 specialist physicians and 100 general practitioners felt burdened by digital systems. Entering data and navigating multiple charts impedes patient interaction and workflow efficiency, and contribute to fatigue.

"By adopting InterSystems IntelliCare, we aim to improve efficiency, reduce errors, and enhance patient care across our facilities. We also see this as a game changer for the experience of both our patients and our care providers."

- Jusup Halimi, President
Director, EMC Healthcare

Recognizing AI as a Vital Force Shaping the Future of Healthcare

Recognizing artificial intelligence (AI) as a vital force shaping the future of healthcare, EMC partnered with InterSystems to deploy a new AI-powered EHR system, **InterSystems IntelliCare®**

The goal was not only to enhance clinical efficiency and user satisfaction, but also to align with the organization's long-term digital and AI strategies. For example, by reducing screen time and enabling clinicians to focus more on patient care with a more intuitive and streamlined solution, EMC further enhances patient satisfaction and engagement.

Another consideration was the complexity of reviewing and summarizing clinical data. Physicians often found it challenging to quickly retrieve and interpret patient information, such as lab results or historical trends. InterSystems IntelliCare's conversational interface, a modern AI assistant, enables clinicians to ask natural-language questions (for example, "Show me the patient's last blood sugar result") and receive instant, structured responses. By simplifying data access, EMC could enhance the precision of clinical decision-making.

EMC also sought to integrate AI seamlessly into its existing systems. Unlike third-party tools that require complex integration, AI is natively embedded within IntelliCare. In addition, EMC aimed to maximize its technology investments. It viewed InterSystems IntelliCare not as an update for TrakCare but as an evolution of its digital platform, expanding functionality, improving usability, and leveraging AI to help improve clinical decisions and user satisfaction.

Jusup Halimi, President Director of EMC Group, emphasised that InterSystems IntelliCare enabled a fundamental shift in how EMC delivers healthcare.

EMC Becomes First Asia-Pacific Organization to Deploy AI-driven InterSystems IntelliCare

“Our goal at EMC has always been to combine the highest medical standards with meaningful patient relationships. InterSystems IntelliCare helps us achieve that Balance-Tecnology behind the scenes, people at the center”

*- Jusup Halimi, President
Director, EMC Healthcare*

Starting in August 2025, EMC piloted InterSystems IntelliCare at EMC Alam Sutera Hospital, demonstrating dramatic time savings.

“Previously, EHR systems have interrupted clinicians as they switch between screens and search for data. With InterSystems IntelliCare, doctors can focus on a single screen, ask AI for what they need, and receive clinical information in real time without breaking their train of thought. This is not just a tech upgrade. It reflects our deep understanding of frontline burdens and gives clinicians the space to think, analyze, and care for patients with full attention,” said Dr. Bella Desra Andae, Medical Informatics Expert at EMC Healthcare.

Within a few months, InterSystems IntelliCare was successfully rolled out across all eight EMC hospitals, marking a significant milestone in its digital transformation journey. EMC became the first Asia-Pacific organization to implement the AI-powered system, underscoring its pioneering role.

InterSystems IntelliCare’s implementation has significantly enhanced clinical efficiency and patient care. With the AI Assistant, clinicians can access instant, structured data from the electronic health record without opening charts or navigating multiple screens and menus. This saves time, reduces screen fatigue, and supports doctors during ward rounds by providing critical information at their fingertips.

Additionally, InterSystems IntelliCare’s ambient listening feature has transformed clinical documentation by allowing doctors to speak naturally and convert conversations into structured SOAP notes in real time. This enables doctors to maintain eye contact and focus on patient interaction. It also accelerates documentation, ensuring both accuracy and compliance with clinical standards.

A Roadmap to an AI-powered, Patient-Centred Healthcare Future

EMC Healthcare’s technology roadmap includes even more ambitious plans: AI-powered risk stratification at the bedside, personalised treatment recommendations, advanced clinical decision support, and Agentic AI. The healthcare group also sees tremendous potential for medical research, as structured, AI-tagged data makes it easier to identify patient cohorts, track outcomes, and generate real-world evidence. The transition to InterSystems IntelliCare has empowered EMC Healthcare to achieve operational efficiency and clinical excellence. With AI capabilities embedded in InterSystems IntelliCare, the hospital group has optimized its TrakCare investment and taken a significant step toward realizing its long-term vision of intelligent, patient-centred healthcare.

Metrics

The AI features have now been enabled for 800 doctor users across our organization, with around 200 currently active in daily clinical practice. Early adoption has been promising, with AI Ambient helping support more complete documentation by capturing encounter details more comprehensively and reducing the use of abbreviations. In parallel, the AI Assistant helps doctors review patient data such as laboratory results, radiology results, or medication lists with up to 75% fewer clicks, from 8 clicks to just 2, while allowing them to remain on the assessment screen they are working on.

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For information regarding InterSystems approach to AI, visit [InterSystems AI Guidelines](#)

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