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### From the Desk of Dimitri Fane

It's that time of year again. [InterSystems Virtual Summit](#) starts on Oct 26th. While I very much hope that some of next year's event will be face to face, virtual events like this do actually have some significant advantages. Whereas past live events were costly and time-consuming for many of our TrakCare clients to attend, Virtual Summit will be free and stream across several platforms, making it readily available to the TrakCare world.

This is a highlight in our calendar, and we've prepared a lot of TrakCare content so I very much hope you can join us. There is a session on what's new in TrakCare, where I'll have the opportunity with my colleagues to go through some of what we've been working on this year, and we have a number of 20-minute solution sessions that go into a fair bit of detail on specific areas. In addition to the TrakCare content, we've put together a compelling set of keynotes, presentations and roundtable discussions around technology and healthcare. We also have a few big announcements to share so I hope you can make the time to join us.

In this issue of OnTrak News, we're highlighting several clients who are achieving some great benefits from TrakCare. On the topic of information sharing, we're very excited to announce the InterSystems Client Connection portal. The idea here is to have a single place to bring together documentation, share product videos and success stories, and have interactive communities where you can meet and discuss with other InterSystems clients and our global teams. I hope you take the time to explore and provide us with feedback – we want to make this a valuable resource for the TrakCare community.

As always, if you have ideas for future issues of OnTrak or for things you'd like to see on the Client Connection, I'd love to hear from you.



**Dimitri Fane**  
Director of Product  
Management,  
TrakCare

## InterSystems Client Connection Launch

InterSystems is creating an online resource and community for our TrakCare clients. This new digital tool, InterSystems Client Connection, will deliver important information about InterSystems TrakCare and include resources that benefit our clients.

In preparation of our full launch of the Client Connection, we are allowing TrakCare customers to explore and test the platform. We will be posting specific testing information to the OnTrak Community, including details and requests to review specific features of the site.

To get started, please go to [Client.InterSystems.com](https://Client.InterSystems.com) and log in using your InterSystems SSO login or create an account. You will find a guide to getting started on the home page. If at any point you have any questions, please contact the Client Connection Manager at [ConnectionManager@InterSystems.com](mailto:ConnectionManager@InterSystems.com)

Thank you again for your continued support, and we look forward to further engaging with you on the Client Connection.

## InterSystems Among Top Performers in a New KLAS Global EMR Market Share Report

InterSystems has been named as a top leader in Electronic Medical Records (EMR) market share in Italy and the Middle East, according to a new KLAS report titled [Global \(Non-US\) EMR Market Share 2021](#).

KLAS is a global research firm whose mission is to improve the world's healthcare through collaboration, insights, and transparency. According to KLAS, despite the COVID-19 pandemic, 2020 was a strong year for EMR purchasing. KLAS validated 158 contracts impacting 426 hospitals and over 86,000 beds.

The report has indicated that 2020 was the most successful year for InterSystems since 2016. One region in Italy selected InterSystems TrakCare® unified healthcare information system to cover six of its nine organizations, comprising 29 hospitals and 7,000 beds. This is in addition to the winning of 6 new hospitals in the Middle East region.

InterSystems TrakCare is a unified healthcare information system that integrates clinical and revenue cycle management capabilities and rapidly delivers the benefits of an electronic patient record. Because healthcare customer needs vary widely by country, InterSystems TrakCare is configured to meet country-specific requirements, while offering a unified design driven by global best practices and innovation. TrakCare is a multi-language, multi-currency system that comes pre-configured to meet these local needs, thereby reducing implementation risk and expediting deployment.

“Despite COVID-19, 2020 marked a strong year for the EMR demand in Italy, the Middle East, and other markets, as the pandemic reinforced the need for integrated clinical healthcare systems,” said Jon Christensen, Director, Analysis-International Markets. “While charge capture has long been a driving factor for these systems, other market dynamics are helping drive EMR growth. These range from the need for big data to fuel research and improve clinical outcomes to the need for technology

platforms that serve as the foundation for engaging with patients in new ways whether online through a portal, via an app, or by video visit.”

“As our hospital customers in Italy and the Middle East continue their digital transformation journeys, InterSystems is working closely with them to enable coordinated care across hospital departments, hospital chains and regions,” said Michel Amous, Regional Managing Director at InterSystems. “With the fast pace of digitalization of the healthcare sector in Italy and the Middle East, we expect to gain more market adoption of our EMR solution.”

[Click here](#) to read the full press release. Visit [InterSystems.com/TrakCare](https://www.intersystems.com/TrakCare) to learn more about the TrakCare unified healthcare information system.

## Medcare Implements InterSystems TrakCare as Part of its Digital Transformation Journey



Medcare Hospitals & Medical Centres is embarking on its digital transformation journey by implementing InterSystems TrakCare unified healthcare information system at its hospital in Sharjah. Through their strategic partnership, InterSystems is set to deploy TrakCare as a Service electronic medical record system (EMR) across Medcare’s four hospitals and 16 medical centers.

TrakCare as a Service is a private, cloud-hosted EMR service that follows an OPEX (operating expenses) model based on subscriptions. The system enables hospitals and clinics to achieve their clinical and financial objectives without making major upfront capital expenditures.

Based in the UAE, Medcare operates leading state-of-the-art hospitals, and it is dedicated to offering premium integrated health services in accordance with the highest quality.

TrakCare, with its unified clinical and revenue cycle management capabilities, gives Medcare’s care providers a holistic view of each patient’s clinical, administrative, and financial information at any given time. The EMR system also supports Medcare’s medical staff in their decision-making, while creating more opportunities to offer the patients an enhanced experience and seamless care journey, as they spend less time waiting and avoid unnecessary tests.

Medcare Hospital Sharjah is also one of the first hospitals within the global TrakCare community to benefit from the new extended mobile capabilities of a fully-enabled user interface, which will improve the user experience wherever care is delivered. The new mobile functionality includes support for operating theater bookings and administration, maternity, and nursing care plans, and delivers dynamic patient lists, a patient journey tracker, and additional graphing capabilities.

Dr. Yehia El Gabbani, Chief Operating Officer at Medcare Hospital Sharjah, said: “We are committed to delivering outstanding patient care and exceptional clinical services in our communities. We strongly believe that adopting innovations and world-class technologies will renovate our patient experience and units’ operations. We implemented InterSystems TrakCare to improve the clinical outcomes and patient care delivery which in turn will help us strengthen our patient safety and privacy, patient record availability, and reduce the overall waiting time.”

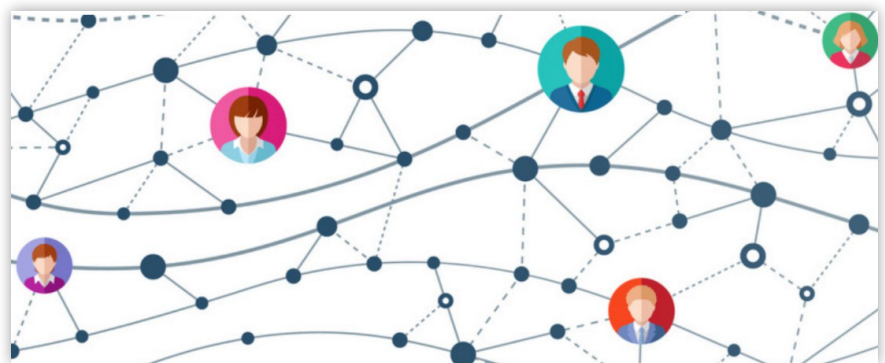
“We are pleased with the successful go-live of TrakCare at Medcare Hospital Sharjah in a record 7 months’ time, and are on track to deploy TrakCare as a Service at its four hospitals and 16 medical centers. TrakCare as a Service will enable Medcare staff to focus on what they do best: delivering excellent patient care, while entrusting InterSystems with their EMR landscape,” said Ali Abi Raad, Country Manager for the Middle East and India at InterSystems.

Implementing TrakCare will also enable Medcare to comply with the UAE Health authorities’ initiatives for Health Information Exchange, which integrates public and private health systems so that patient records can be easily shared and accessed by authorized individuals.

[Visit the TrakCare page](#) to learn more about how TrakCare’s fully-enabled Mobile UI enables better end user experiences. To read the full press release, [click here](#).

## MercyAscot and InterSystems Partnership Spotlight in Digital Health Connect Magazine

Digital Health Connect, the official magazine of Health Informatics New Zealand, recently published an article highlighting the collaboration between InterSystems and MercyAscot on the healthcare organisation’s virtual go-live in 2020.



With over 650 staff members treating thousands of patients every year, MercyAscot understands the importance of a fully integrated Electronic Medical Record (EMR) in delivering value-based care. As Sarah Gardner, General Manager of Patient Engagement and Quality at MercyAscot says, “to be a value-based provider, we need to have data-rich information from the start of our patients’ journeys through to the end...to drive great outcomes for our patients at every

opportunity.” Additionally, Dr. Lloyd McCann, CEO of Mercy Radiology & Clinics, adds that as part of the organisation’s digital transformation strategy, MercyAscot sought to use the EMR as a foundational enabler for analytics to drive decision-making and automation to leverage technology like Artificial Intelligence and Machine Learning.

The article overviews the “robust” procurement process that involved clinicians and management in the selection process. It also details how MercyAscot and InterSystems not only coped with a national lockdown interrupting the planned go-live, but worked together to devise a virtual solution to ensure the project did not lose momentum. As part of this achievement, the organisations migrated more than 300,000 patient records and deployed InterSystems TrakCare on Microsoft Azure Stack, one of the first instances worldwide to do so.

The article also focuses on MercyAscot’s vision to leverage the TrakCare EMR moving forward, from embedding a culture of change within the organisation to leveraging digitised records and clean data capabilities. These capabilities can generate insights that were previously difficult or impossible to obtain with a paper-based system, moving MercyAscot towards its ultimate goals of providing better patient care and becoming a consumer-driven organisation.

You can read the full article on the [online Digital Health Connect magazine](#). Additionally, [listen to the companion podcast](#) or watch [Dr. McCann’s interview with HIMSS TV](#) to for more on the MercyAscot and InterSystems partnership.

## TrakCare Focus Sessions

We’re excited to announce the second annual **InterSystems Virtual Summit 2021 from October 26-29!** Registration is now open: [Click here to register for free.](#)

Virtual Summit 2021 will provide a behind-the-scenes look at how we build TrakCare to adapt to the evolving healthcare environment and spotlight a variety of TrakCare features and functionalities to help you maximize your TrakCare investment and experience. The event will have over 55 on-demand sessions, including the following TrakCare focus sessions:

- Building TrakCare: A Behind the Scenes Look at How the World’s Most Trusted EMR Is Created
- TrakCare Patient Engagement & Virtual Care
- Impact of New Medical Device Regulations
- Client Connection: The New TrakCare Community
- Maximizing your TrakCare Investment
- Overview of TrakCare’s New Medication Planning & Reconciliation Functionality
- TrakCare Chronic Disease Management
- TrakCare Clinical Timeline
- TrakCare Vaccination & Vaccination Passports
- Enabling Innovation: TrakCare Innovation Toolkit
- Personal Community: New & Next

[Learn more and register by visiting the event page.](#)



## Partnership Highlight: 10-Year Anniversary of University Hospital Sharjah

University Hospital Sharjah (UHS), one of the leading private hospitals in the Gulf region, and InterSystems celebrate a decade of partnership on the occasion of the tenth anniversary of the hospital's foundation.

Senior leadership teams of both UHS and InterSystems took part in a 10-year partnership ceremony at the hospital's campus in Sharjah. During the event, the InterSystems team presented UHS with a plaque in recognition of the ongoing successful partnership.

This partnership has been the foundation on which both organizations have built success in complex long-term programmes that drive sustained change with excellence. During the last decade, InterSystems has worked closely with UHS to support the hospital through its digital transformation journey, enabling it to provide the most advanced healthcare services to its patients. Since its foundation, UHS has always been keen to implement new technologies and digital services to support and continuously improve patient care.

H.H. Sheikh Sultan Bin Mohammed Al-Qassimi, ruler of Sharjah, inaugurated UHS in 2011. The hospital employs over 900 staff, with 219 inpatient beds and 34 emergency beds, a 22-bed ICU unit, 7 operating rooms, 20 level 3 neonatal ICU units, and 46 outpatient clinics.

The implementation of InterSystems TrakCare unified healthcare information system enabled UHS to deliver enhanced patient-centric care and rapidly achieve internationally recognised standards such as the JCI accreditation, and to become the first hospital in the UAE to achieve HIMSS EMRAM Stage 6 validation.

“As we celebrate our tenth anniversary, it is a good time to reflect upon our journey so far. With the support of InterSystems and the implementation of their TrakCare EMR system, we have been able to digitally transform our hospital operations,” says Dr Ali Obaid Al-Ali, Chief Executive Officer at UHS. “Our healthcare professionals are now equipped with the tools required to deliver the best possible care to our valued patients. We are looking forward to working with InterSystems for years to come.”

TrakCare, with its unified clinical and revenue cycle management capabilities, enables UHS' care providers with a holistic view of each patient's clinical, administrative, and financial information at any given time. The EMR system supports the hospital's medical staff in their decision-making while creating more opportunities to offer patients an enhanced experience and seamless care journey, as they spend less time waiting and avoid unnecessary tests.

"Today we are celebrating University Hospital Sharjah's tenth anniversary and a decade of ongoing, successful partnership between UHS and InterSystems as well. We are proud to be a long-term partner of UHS and are delighted with its continuous success," said Ali Abi Raad, Country Manager for the Middle East and India at InterSystems.

"At InterSystems, we work hard to ensure that the technology we develop plays an integral role in supporting healthcare professionals to do their jobs more effectively, which in turn results in better outcomes for the patients."

InterSystems TrakCare electronic medical record system is trusted by leading healthcare providers across 27 countries and comes preconfigured to meet local market requirements, reducing implementation complexity and risk. To learn more, visit the [TrakCare page here](#).

### **Kerry Stratton – Talking HealthTech podcast**

Kerry Stratton, Global Director of Healthcare Solutions, recently joined Talking HealthTech to discuss how Covid-19 has changed healthcare, especially virtual care. He shares how we've worked with our partners to innovate new care models in response to the Pandemic, such as telehealth and pop-up clinics. He also discusses the importance of interoperable, clean data, highlighting how data security and privacy will be paramount as virtual care continues to disrupt traditional healthcare models. [Listen to the full podcast on Talking HealthTech's website](#)

