

Transforming clinical care and business functions

Overview
American Hospital Dubai (AHD) Dubai, United Arab Emirates www.ahdubai.com
Industry
<ul style="list-style-type: none"> Healthcare
Services
<ul style="list-style-type: none"> IBM Global Business Services IBM Healthlink Solutions



“IBM Healthlink’s strong track record and capabilities in the health sector made IBM the logical choice to provide project management and change management services when AHD embarked on the HIS implementation.”

—Richard Larison, CEO, American Hospital Dubai

American Hospital Dubai is a 143 bed, acute care, general medical/surgical hospital with a defined mission to provide high-quality, American standard healthcare to the people of Dubai, the United Arab Emirates and the surrounding Gulf States. American Hospital Dubai currently has a 65 physician group practice.

Challenge

As one of the leading healthcare facilities in the Middle East, American Hospital Dubai has always been at the forefront of implementing new healthcare standards and innovations. The hospital had decided to implement an integrated healthcare information system (HIS) to help enhance its customer service, patient care and academic research, and it sought an experienced company to provide strategic direction, as well as program and change management services, to help facilitate the implementation of the HIS.

Solution

American Hospital Dubai has engaged IBM Healthlink Solutions, a part of IBM Global Business Services, to provide project management services and to implement a change management program to assist in the HIS implementation. This project enables the hospital to leverage an electronic medical record (EMR) system that will provide security-rich, real-time online access to patient information at various points of care. The HIS provides a significant opportunity to enhance the delivery of healthcare for the community of Dubai and the surrounding Gulf States.

Benefits

- Provided American Hospital Dubai with a strategic roadmap for its HIS implementation
- IBM’s change management program will proactively facilitate the integration of the new technology associated with the hospital’s HIS implementation



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