

# Turning Readiness into Reality: Empowering AI-Ready Healthcare

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# Agenda

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01 Market Challenges in the Modern World

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02 Real World Adoption

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03 About InterSystems

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04 InterSystems in Asia

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## Workload



# Managing Care in a Modern World

**Traditional EHRs are built for record keeping**

Older technology is designed for manual data entry



Physician documentation is burdensome



Computer takes focus off patient





## Workload



# Rebalancing Your Workload

**InterSystems IntelliCare is at the  
centre of informing and improving care**

Intuitive technology reduces workloads



Physicians can focus on care



Patient experience improves



# Welcome to the Future of the EHR

## InterSystems IntelliCare: More than an EHR!

InterSystems IntelliCare is a unified, modern, electronic health record (EHR) and healthcare information system with GenAI functionality at the core



**Built on the legacy of InterSystems TrakCare**



**Better Patient and User Experience**



**Comprehensive, advanced capabilities facilitate delivery of more efficient, effective care**



**Resource & coding optimization for improved business performance**



**AI-enabled workflows across care and administrative settings**



**Embedded AI integration reduces need for 3<sup>rd</sup>-party agreements**

**A truly unified, end-to-end solution and intelligent partner**

# EMC Healthcare

First InterSystems IntelliCare Customer (Big Bang Live, Aug2025)



## Key Drivers

- Commitment to AI adoption, with Digital Transformation
- Reduce clinicians' screen time, increase focus on patient care
- Expedite complicated clinical data review & summarization
- Access to real-time Clinical Intelligence tools
- Streamline user workflows, documentation and EHR navigation
- Maximize TrakCare Investment



## Key Benefits

- 75% reduction in clicks (from 8 to 2) for retrieving lab results, enabling faster decision-making and smoother workflows
- Data completion increase from 68% to 98% across EMC hospitals
- Over 700 clinicians across enterprise now supported by IntelliCare's AI-driven data retrieval and documentation
- Higher clinical satisfaction with EMR
- Advanced operational efficiency and clinical excellence



## About EMC

- 8 Hospitals in Indonesia
- 1400+ beds
- Over 600K Patient visits per year
- EMC Grha Kedoya validated HIMSS EMRAM Stage 6



EMC deployed TrakCare EMR to 8 hospitals within 18 months; one of the fastest rollouts of its kind

# HealthShare AI Assistant



## Trusted Records

Aggregated, consented data - builds a complete and trusted record



## Meaningful Filtering

Curated prompts and data filters deliver precise inputs for meaningful results



## Secure Data

Encrypt and secure data exchange governed by data agreements and access policies



## Relevant Responses

Generates context-aware responses tailored to the prompt, timeframe, and data scope



## Auditable Results

Deliver results at the point of care, record reviews and investigations - and with full auditability





## Triage patient messages from digital front door



### Immature governance framework

- Even the lowest risk project took 1 year to approve

### Iterate based on real world experience

- Teaching model how to handle a patient “story” for resolved or chronic issues
- Adding a hard-coded search for “chest pain” to ensure the model is trusted by staff

### Need to plan for staff training

- Explaining the model & thresholds
- Staff input: staff grumbled at false positives, but preferred not to miss anything
- Addressing fears – augment not replace

# About InterSystems



## InterSystems Technology



## What we do

- 80+** Countries
- >1B+** Patient Records
- 2/3** US Patient Records
- #1** Industry Recognition



Global leader in healthcare data management & integration; underpinning for Epic



Leading international EHRs



Highly rated by KLAS, Forrester, Gartner Peer Insights, Gartner Magic Quadrant and IDC



Unparalleled performance, scalability, interoperability, reliability and flexibility



At the intersection of healthcare transformation for payers, providers, and life sciences



Office locations in 28 countries

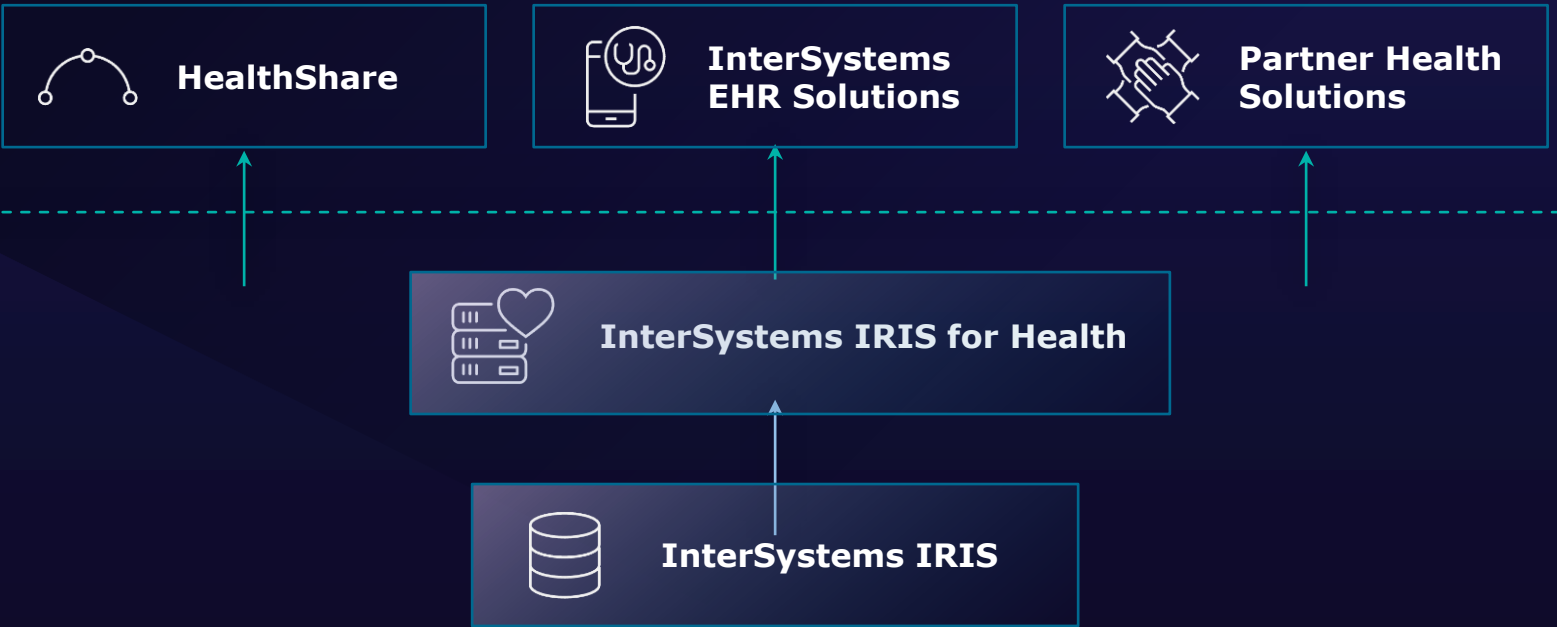


Privately held, stable, and profitable business built on partnerships – for 45+ years

# InterSystems Healthcare Solution Set



Building and delivering **innovative solutions** upon trusted data





# InterSystems earns 4 Best in KLAS Honors

Leading Acute Care EHR across  
Asia, Oceania, and France

Top Shared Care Record in Europe





**The Healing Force of Technology:**  
Blending Positive Disruption with  
Human-Centered Innovation

**BEST IN  
KLAS<sup>®</sup>**

**SOFTWARE & SERVICES 2026**

Recognizing the software and services organizations that excelled  
in helping healthcare professionals deliver better patient care

Download Now



# InterSystems in Asia



# Join us at the InterSystems booth A03



Learn More About

- AI native EHR
- Preparing AI-ready Data
- Building GenAI applications
- AI-Assisted Prescriptive Insights on Longitudinal Health Records
- Transforming FHIR to OMOP Data for Better Clinical Research





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