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Singapore builds AI platform to strengthen medication safety and streamline pharmacy workflows

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Platform is built on NUHSâ??s ENDEAVOUR AI system, which enables real-time data integration across the cluster

The National University Health System (NUHS) has introduced a cluster-wide artificial intelligence (AI)-powered platform to strengthen medication safety, streamline pharmacy workflows and enable pharmacists to focus on higher-value clinical care.

Known as the NUHS Cluster AI in Pharmacy (NCAIP) platform, the system brings together four AI tools that support key pharmacy services such as medication reconciliation, triage and verification. These processes are traditionally manual, time intensive and reliant on fragmented data sources.

Designed as a scalable platform, NCAIP also enables new pharmacy AI tools to be piloted and introduced over time, continuously expanding its capabilities.

Each year, NUHS pharmacy services support about 1.2 million residents in the western region, a demand that is expected to increase as the population ages and medication regimens become more complex.

Across NUHS, pharmacists currently spend over 350 hours each week on admission and discharge medication reconciliations, 190 hours each week on routine triage and counselling of low-complexity prescriptions, and about 310 hours weekly verifying inpatient medication orders.

By reducing the time spent on manual and administrative processes, the platform enables pharmacists to focus on higher-value clinical responsibilities.

This includes expanding capabilities in areas such as pharmacogenomics and leading transdisciplinary care for chronic conditions such as heart failure, diabetes and renal disease.