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Singapore's Mount Alvernia Hospital allies with OutSystems for digital interoperability

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The low-code platform can drastically reduce the time it typically takes to develop applications for staff, patients, and visitors.



Mount Alvernia Hospital has partnered with OutSystems, a global leader in high-performance low-code application development, to enhance its digitalisation efforts since the pandemic. Having developed 12 applications to deliver seemless user experiences for its internal staff and visitors. The strategic partnership is building speed-to-market solutions and overcoming roadblocks in their traditional code development process.

Mount Alverna's IT team selected OutSystems for its feature-rich capabilities. Among the successes so far, the in-house developer team, comprised of 13 individuals, developed apps such as the following:

- **Staff Health System**: This was first developed during COVID-19 to facilitate contact tracing as requested by the Ministry of Health. Subsequently, the system was enhanced to include other capabilities such as tracking staff vaccination status and appointment booking.
- **Doctors Directory**: Visitors can use this to locate doctors' clinic locations.
- **Medical Records Tracking**: Departments can request paper-based medical records from the medical records department and track out-going and returning of checked-out records.
- **Electronic Meal Ordering**: This allows patients and next-of-kins to order in-patient meals and send orders to the kitchen, with dietary restrictions built in.

The newly developed applications have streamlined internal workflows for staff and enhanced the overall value delivered to patients and visitors. The hospital is currently developing its Alvernia Connect Application which aims to engage both doctors and patients to automate manual processes, by enabling patients to fill paperwork digitally, check insurance claims, and more from their mobile phones. The first module is expected to be out in Q1 of 2024.