

Here's Sabah's first telemedicine portal

Published on: Saturday, May 23, 2020



The 'Hums Tanya Pakar' portal.

KOTA KINABALU: Universiti Malaysia Sabah Hospital (HUMS) has come up with Sabah's first telemedicine portal service "HUMS Tanya Pakar" (Ask The Expert).

According to HUMS Information Technology Section Head Mohd Nizar Hamild, it is available also to the general public and accessible through the website <https://tanyadoc.ums.edu.my>, which grants the public direct access to physician consultations via video conferencing.

"The public does not need to go to the University Health Centre for early-stage health advice and (Tanya Pakar) can be used to contact experts in HUMS and the Medicine and Health Sciences Faculty.

"In terms of privacy concerns, Tanya Pakar uses the proprietary MIRUBA UMS private video conferencing system designed and made specifically for UMS, which was designed by the UMS Information Technology and Communication Department," he said.

In case a patient needs to be physically examined in detail after a consultation, a relevant specialist will arrange a face-to-face appointment at UMS Polytechnic which is open to the public.

HUMS Chief Clinical Officer Dr Nicholas Pang said five experts were consulted during its soft launch period and all customers have provided positive feedback on the service.

“In addition, HUMS also provides another value-added service, “SMS Tanya Pakar”, in which the public only need to send a SMS to 62002 with specified keywords.

“For example: ‘HUMS TP kiah@gmail.com I want to know the effect of taking a drug for breastfeeding mothers’ and a medical expert will respond to the email given within three business days,” he said.

HUMS Chief Executive Officer Prof Dr Helen Benedict Lasimbang urged the public to utilise the service, as HUMS uses a different model from other hospitals.

“Instead of waiting for the patient to come to the hospital, let us bring the hospital to the patient’s pocket.

“This is HUMS’s attempt to adapt to the new norms announced by the Prime Minister,” she said.