

Hospital University Malaysia Sabah launches state's first telemedicine service

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KOTA KINABALU: Sabah's first telemedicine service is now available at a portal by Universiti Malaysia Sabah (UMS) at <https://tanyadoc.ums.edu.my>.

The portal is a platform that allows the public to directly access consulting physicians through video conferencing in an initiative with Hospital Universiti Malaysia Sabah (HUMS), as it will give people remote access to experts from the university's Faculty of Medicine and Health Sciences.

HUMS Head of Information Technology Section Mohd Nizar Hamild said in terms of privacy concerns, Tanya Pakar uses the proprietary MIRUBA UMS private video conferencing system designed and made specifically for UMS.

He said in case any patient needs to be physically examined in detail after the appointment, the relevant specialist will make a face-to-face appointment at the UMS Polyclinic.

Additionally, HUMS also provides another value-added service called "SMS Tanya Pakar", in which the public only needs to send an SMS to 62002 with specified keywords.

"For example, someone could send a message saying '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," said HUMS Chief Clinical Officer Dr Nicholas Pang.

Meanwhile, HUMS Chief Executive Officer Prof. Dr. Helen Benedict Lasimbang encourages the public to use the service.

"Instead of waiting for patients to come to the hospital, let us bring the hospital to them," she said.

She said this is HUMS's attempt to adapt to the "new normal" announced by Prime Minister Tan Sri Muhyiddin Yassin when speaking about the ongoing Covid-19 pandemic.

"We cannot expect HUMS to continue to operate in the same way that has been used for many years, and every organization needs to innovate or be rendered obsolete," Dr Helen said.

Everyone can make an appointment at <http://tanyadoc.ums.edu.my> (for teleconsulting appointments) or SMS any inquiry to Tanya Pakar at 62002 with the message format "HUMS TP email@email.com followed by the inquiry.

Any question regarding this issue can be directed to tanyapakar@ums.edu.my

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