



Electronic Health Solutions  
شركة الحوسبة الصحية

## TECHNOLOGY FOR **BETTER** HEALTHCARE IN JORDAN



[WWW.EHS.COM.JO](http://WWW.EHS.COM.JO)



# WHO WE ARE?



Electronic Health Solutions  
شركة الحوسبة الصحية

Under the patronage of His Majesty King Abdullah II bin Al Hussein, Electronic Health Solutions (EHS) was founded in 2008 to advance the healthcare sector in Jordan. EHS is an innovative technology-driven, private, nonprofit company that effectively provides automated solutions to digitally transform and improve the quality and efficiency of the Jordanian public healthcare services.

In collaboration with strategic healthcare and technology partners, EHS is driving the future of electronic health in Jordan. These key stakeholders (owners) include the Ministry of Health (MoH), Ministry of Digital Economy and Entrepreneurship, Royal Medical Services (RMS), King Hussein Cancer Foundation (KHCF), Royal Health Awareness Society, Private Hospitals Association and King Abdullah II Fund for Development.





# OUR VISION

**Transform and sustain a continuously improving healthcare system in Jordan by leveraging information technology and data analytics.**

## How do we achieve our vision?

EHS exclusively oversees four key programs that utilize technology to advance the quality of healthcare services in Jordan's public health sector. The programs operated by EHS comprise Hakeem program, the Electronic Library of Medicine-Jordan (ELM), Hakeem Academy and the Health Data Analytics program (HDA).





# CERTIFICATIONS, ACCREDITATIONS & AWARDS

EHS is proud to have received certifications, accreditations and awards that recognise the highest standards in quality and innovation.



## Certifications

- ISO 27001 certification for information security management
- ISO 22301 certificate for managing business continuity
- ISO 9001 certificate for Quality Management System

## Accreditations

- Member of SNOMED International. Representing Jordan as its 35th Member

## Awards

- Most Innovative Medical e-Services Platform – Hakeem Electronic Services-eMed – Jordan 2020 (Global Business Outlook Awards)
- Most Innovative e-Learning Platform – Hakeem Academy – Jordan 2020 (Global Business Outlook Awards)
- Most Innovative HealthTech Company of the Year – EHS- Jordan 2021 (International Business Magazine)



# SUPPORTING HEALTHCARE TRANSFORMATION



**The National Digital Health Transformation  
Program - 2009**



## ABOUT HAKEEM

Hakeem program is the first national e-health program in Jordan and one of the region's most extensive digital transformation programs. Launched in 2009 under the patronage of His Majesty King Abdullah II, Hakeem program aims to transform and automate the public healthcare sector in Jordan through the nationwide implementation of an Electronic Health Record (EHR) solution. Leveraging electronic systems developed according to the best international medical practices in the field of healthcare.

## EMPOWERING HEALTHCARE PROVIDERS - HEALTHCARE FACILITIES

### "HAKEEM" NATIONAL DIGITAL HEALTH TRANSFORMATION PROGRAM

The overarching mission of Hakeem Program is to elevate healthcare delivery through technology in Jordan. Hakeem program aims to provide easy access to complete electronic health records for patients of automated healthcare facilities through a designated broadband network. This efficient access to vital patient information will improve overall healthcare quality as the clinician will be able to better address the patient's current medical conditions with up-to-date information and to determine the best course of medical action for the patient.



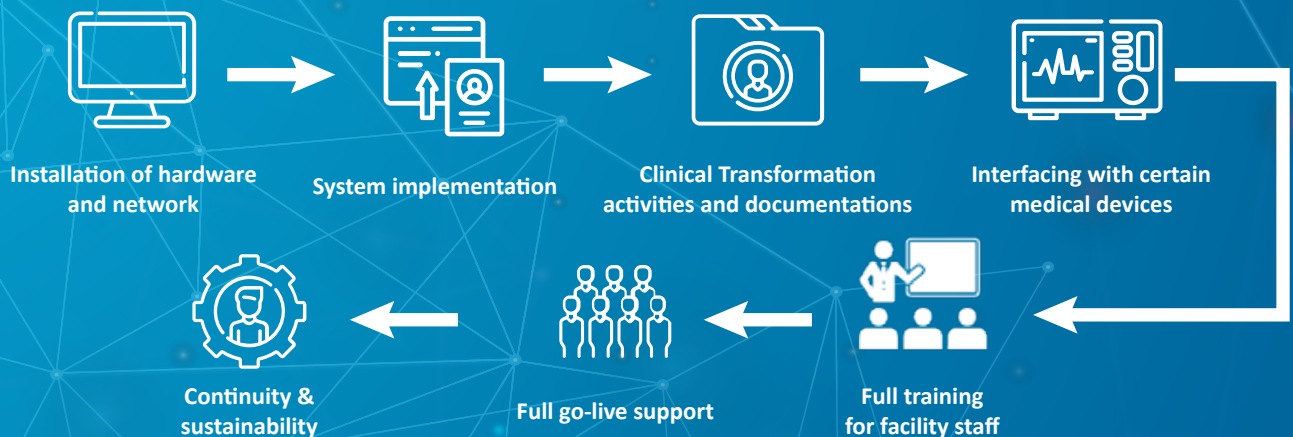


# HAKEEM PROGRAM PACKAGES, APPLICATIONS & STANDARD SCOPE OF IMPLEMENTATION



- 30+ Medical & Administrative packages
- Can be integrated with any Enterprise resource planning (ERP)

## HAKEEM PROGRAM IMPLEMENTATION





## EMPOWERING PHYSICIANS & HEALTHCARE WORKERS

### PATIENT HEALTHCARE MANAGEMENT

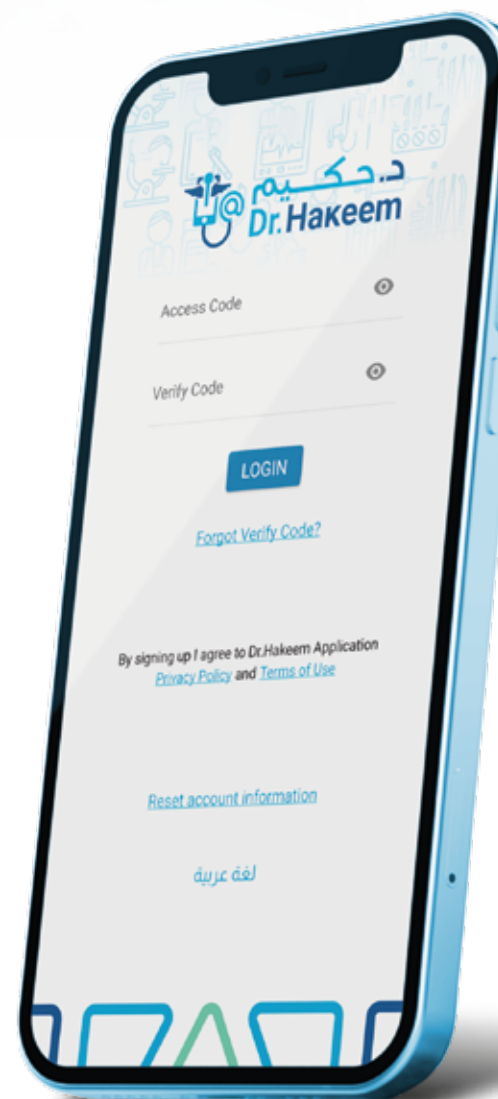
#### Dr@Hakeem Mobile App

"Dr@Hakeem" is the first national mobile application that provides sufficient details for physicians about their daily appointments and patients' medical history to improve the efficiency of the healthcare process in the public health sector in Jordan.

This mobile application enables physicians to track down their patients' medical appointments remotely wherever they are. Whenever they want to, it also provides complete details about the patient's medical history, such as vital signs, allergies, health problems, laboratory tests, radiology reports, and medications, to improve the healthcare process.

#### Hakeem e-Learning Platform

An educational platform ([hakeemacademy.jo](http://hakeemacademy.jo)) designed for Hakeem program users in automated healthcare facilities to enhance their abilities and learn more about Hakeem packages.



A woman wearing a white lab coat and a pink hijab is seated at a desk in a clinical or office environment. She is looking at a computer monitor and has her hands on a keyboard. The desk also has a mouse, some papers, and a smartphone. In the background, there is a white desk lamp and some office equipment. The overall scene is brightly lit and professional.

## HAKEEM EXCHANGE

EHS has developed a data exchange tool to be used between automated healthcare facilities under different governmental bodies that allows physicians to view/exchange specific health information from patients' files to improve the quality of healthcare.



## EMPOWERING PATIENTS

Hakeem aims to empower patients by offering a range of patient-centric electronic services that can be accessed, and viewed from anywhere and at any time.

### HAKEEM ELECTRONIC SERVICES – MY HAKEEM

- **Access to Personal Health Record (PHR)**

"My Hakeem" is an electronic services platform and Mobile App that enables its users to access and view their pre-booked medical appointments, also selective medical information such as; active and pending medications, recent immunizations, pending and complete laboratory test results, allergies, and vital signs as well as their demographic data, that is available on the user's electronic health record registered within any healthcare facility that implements Hakeem program.

- **Medication Delivery Service**

The medication delivery service aims to facilitate chronic diseases monthly medication dispensing for patients who cannot physically visit the healthcare facility by offering an online payment gateway and the request for medications home delivery.

This service benefits patients who live in remote areas or far from healthcare facilities, the elderly, and patients who suffer from chronic health conditions.

It also reduces the crowdedness at healthcare facilities which impact on the patient's journey.

- **Appointment Booking Service**

This service enables patients to request medical follow-up appointments electronically from specialty clinics in Ministry of Health hospitals and comprehensive clinics that implement Hakeem program.



## NEW HORIZON TO ENRICH MEDICAL KNOWLEDGE



[www.elm.jo](http://www.elm.jo)



**Electronic Library of Medicine Jordan  
"ELM" - 2013**

## ABOUT ELECTRONIC LIBRARY OF MEDICINE JORDAN "ELM"

Launched in 2013, the Electronic Library of Medicine – Jordan ELM is the first national program that offers a vast number of electronic medical resources, clinical decision support tools, e-Journals and e-Books, and powerful federated medical search engines.

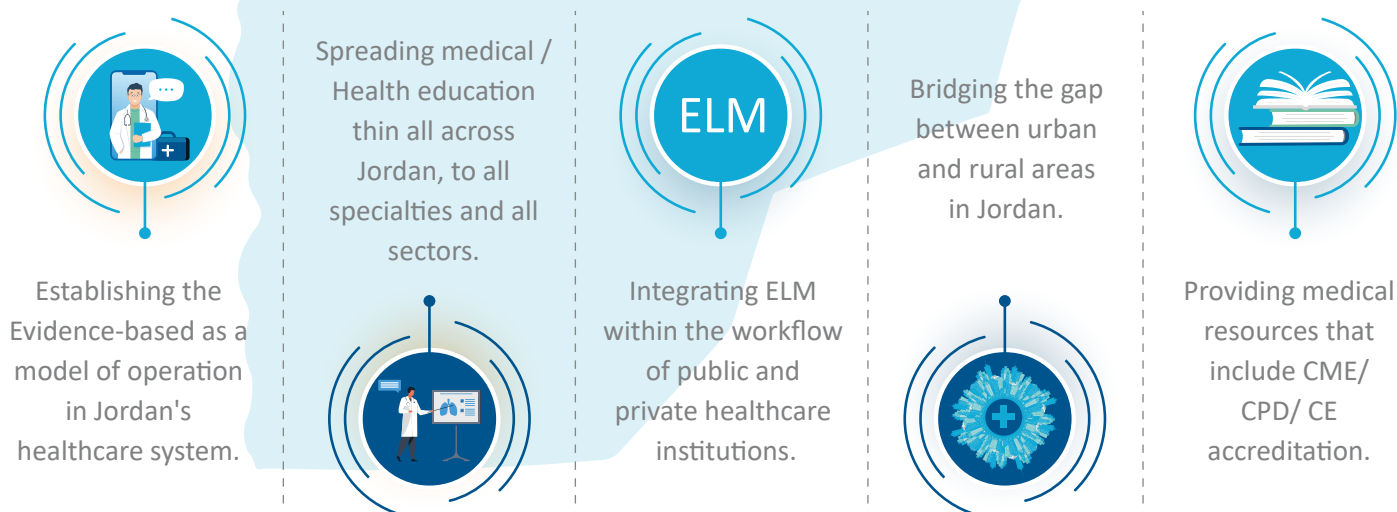
ELM offers its resources **for FREE** to all healthcare professionals and university students in Jordan to improve the quality of healthcare in Jordan by providing access to medical information utilized to make accurate clinical decisions based on evidence-based medicine and best practice guidelines.

## VISION

To become the central online hub for health information across Jordan.

## ELM NATIONAL STRATEGY

ELM aims to become the national hub for medical information and resources in Jordan, through the following strategies:





## EMPOWERMENT THROUGH HEALTH INFORMATICS



**Hakeem Academy - 2015**

## ABOUT HAKEEM ACADEMY

Launched in 2015, Hakeem Academy is the human capital development and Educational arm of Electronic Health Solutions (EHS). It aims to develop healthcare professionals (in both the public and private sectors) by enforcing the role of health informatics to elevate the health sector in Jordan and upskilling university students from medical faculties to work on health informatics platforms in the public/private sectors locally and regionally, in order to bridge the gap between academia and the market.

## VISION

To lead health informatics education in Jordan for better healthcare outcomes.

## MAIN PILLARS

### CAPACITY BUILDING

Hakeem Academy benefits from the knowledge and expertise of the company to provide training courses in the area of Health IT, electronic health records & Hakeem program packages and applications.



### CREATIVITY & INNOVATION

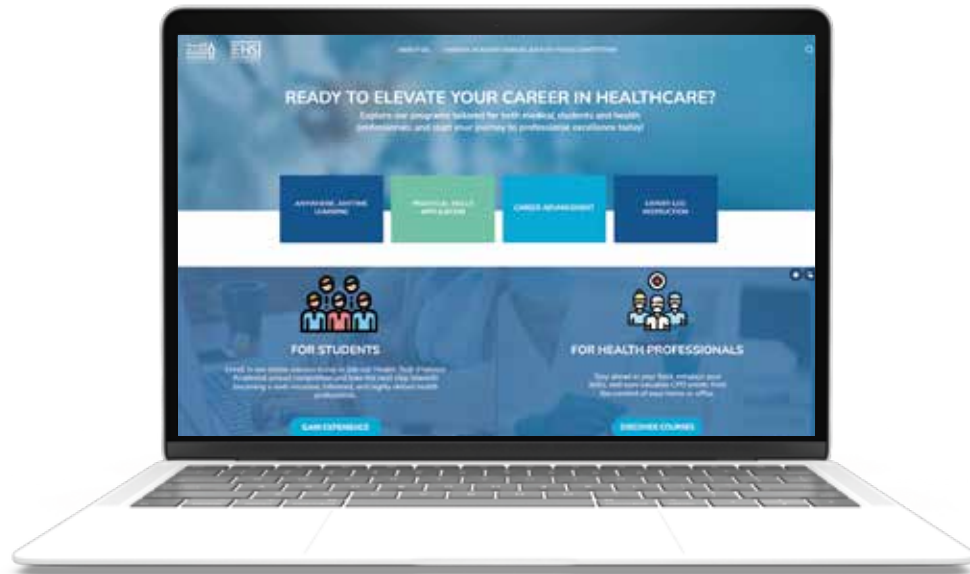
Hakeem Academy's role in building human resources capacity, it launched an annual competition, "The Hakeem Academy Annual Competition (HAAC)," to promote competitiveness and encourage creativity and innovation.



### ENTREPRENEURSHIP

Hakeem Academy supervises creating, sharing, using, and managing the knowledge and information within EHS to achieve the company's objective.





## HAKEEM ACADEMY E-LEARNING PLATFORM

**HAKEEMACADEMY.JO** is an educational platform provided by Hakeem Academy. It aims to build capacity by offering a vast number of training courses for university students, healthcare professionals, and EHS employees in the fields of health informatics and information technology.

## HAKEEM ACADEMY ANNUAL COMPETITION (HAAC)

Hakeem Academy conducts an annual competition, The Hakeem Academy Annual Competition (HAAC), to promote competitiveness and encourage creativity and innovation amongst university students alongside individuals in health technology.

HAAC competition aims to give individuals all over the kingdom the opportunity to showcase their innovative ideas and open their horizons to entrepreneurship and build their capacity through their journey in the competition.







# HAKEEM ACADEMY ANNUAL COMPETITION

# TRANSFORMING HEALTHCARE BY LEVERAGING DATA



**Health Data Analytics Program (HDA) - 2019**



## HEALTH DATA ANALYTICS PROGRAM - HDA

### Empowerment through Health Data Analytics

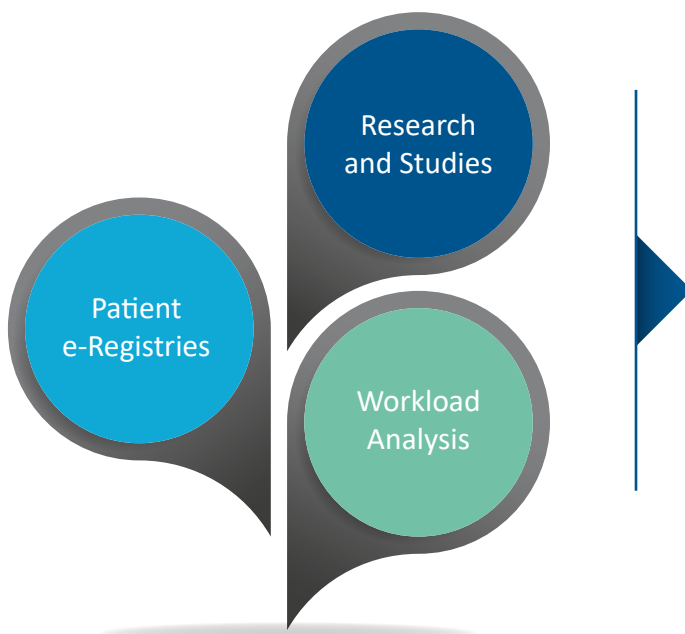
Launched in 2019, under the patronage of His Majesty King Abdullah II, "HDA" program was developed and established by EHS professionals to support and empower decision makers and researchers in the health sector in Jordan by extracting data from "Hakem" database, transforming it into a data warehouse then applying BI and AI analytics to turn the outcomes into actionable insights.

"HDA" program aims to institutionalize a body responsible for identifying, developing, and harnessing the necessary processes, knowledge, infrastructure, and expertise that will help turn "health data" into "actionable insight."

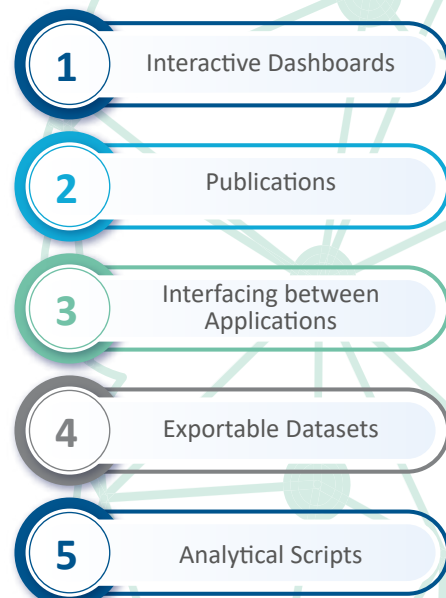
### HDA MAIN PILLARS

- Leveraging big data, AI, and BI technologies.
- Supporting health research and studies to promote data driven decision making.
- Providing just-in-time Metrics to Continuously Monitor and Control Quality.

HDA provides its services as per the following categories:



HDA outcomes and how it is presented.





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