

HEALTHTECH · EHR · AWS CLOUD

A Patient Management System, Integrated with National EHR

How Sidhyati built a secure, cloud-native Patient Management System for a leading Southeast Asian clinic chain, unifying appointments, consultations, and payments with seamless National EHR integration on AWS.

End-to-end

Appointment to payment workflow

Encrypted

Secure, masked patient data

AWS

Cloud-native, EHR-connected

OVERVIEW

A leading clinic chain in Southeast Asia needed a comprehensive Patient Management System (PMS) integrated with the National Health EHR, managing appointments, consultations, and payments while ensuring data security and seamless EHR integration. This case study details how Sidhyati designed and delivered that platform, cloud-native on AWS for scale, security, and continuous availability across every clinic in the network.

THE CHALLENGE

The clinic chain needed to manage comprehensive patient visits end to end while protecting sensitive patient information and meeting EHR compliance obligations.

It also required real-time and offline data synchronization with other systems, so care could continue uninterrupted regardless of connectivity.

OUR APPROACH

We built a robust PMS on AWS, using managed cloud services for elastic scale, encrypted storage, and high availability across the clinic network.

Secure integration with the National EHR, backed by periodic synchronization and offline-tolerant workflows, keeps data consistent and available even when connectivity drops.

CLINIC → AWS → EHR A secure, cloud-native path from front desk to national records

01

Engage

Online booking & queue management

02

Treat

Consultation, diagnosis & dispensing

03

Secure on AWS

Encrypted cloud storage & masking

04

Sync to EHR

Periodic national EHR synchronization

THE SOLUTION

A robust PMS designed to streamline and enhance clinic operations, deployed on AWS with integrated workflows, strong data protection, and secure National EHR connectivity.

■ Integrated visit workflows

Appointments, queue, consultation, diagnosis, dispensing, payment.

■ Data security

Encrypted storage and masked display of patient details.

■ National EHR integration

Securely store & retrieve visits, complaints, and consultations.

■ Consistency & availability

EHR interaction with periodic synchronization.

■ Offline-tolerant sync

Real-time and offline data sync across systems.

■ AWS cloud foundation

Elastic, secure, highly available across all clinics.

THE IMPACT

→ **Enhanced experience:** streamlined workflow, reduced wait times, and improved efficiency.

→ **Compliance & efficiency:** EHR integration ensured regulatory adherence.

→ **Standards alignment:** operations aligned with national healthcare standards.

→ **Improved security:** encryption and data masking built patient trust.

→ **Operational continuity:** offline sync maintained data integrity.

→ **Cloud reliability:** AWS foundation keeps clinics running at scale.