



## Private Hospital in UAE Goes Paperless with Cybernet

### Customer Bio



**SAUDI  
GERMAN  
HOSPITAL  
AJMAN**

Saudi German Hospital,  
Ajman

Industry: Healthcare  
Product: CyberMed Rx  
HQ: Ajman, UAE

*Saudi German Hospital Ajman is located in the city of Ajman in the United Arab Emirates. It is part of the largest private network of hospitals in the Middle East. This state of the art facility opened its doors in 2019, and is one of the largest hospitals in Ajman. The facility is currently equipped with 100 beds, and can be expanded up to 200 beds if needed.*

### Challenge

Saudi German Hospital Ajman (SGHA) was looking for portable medical devices that could capture information on the go at the patient bedside. This would allow clinicians to both retrieve patient information and record data in a much more streamlined and efficient manner. The goal for SGHA was to be able to record everything from vital signs, test results, and even medication administration on the go, reducing paperwork and providing near real-time updates to patient statuses.

In order to accomplish this, not just any device would do. SGHA were looking for a rugged tablet that was also suitable for medical use. This meant being medical grade and also having specific features not found on a typical consumer tablet. Features like integrated barcode

## Challenge (cont.)

and RFID scanners were of vital importance, as was the need to have a device that could integrate with the Emirates ID card reader, which is an external attachment. Lastly, the device needed to have a long battery life for extended use during a typical shift, run Microsoft OS to be compatible with their software applications, and be ergonomic and easy to use.

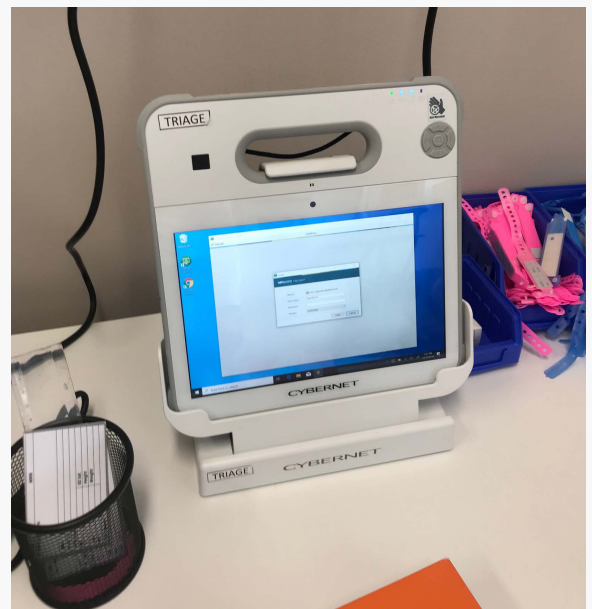
## Solution

SGHA has been using Motion tablets but weren't happy with the performance. They found that the service provided by their local partner was slow and that units were breaking down too often. Based on this, they decided to search for alternative solutions.

When they set out to find a replacement tablet they brought in several models to test. It didn't take long for them to realize that the CyberMed Rx tablet would meet all of their needs. Like other tablets they tested, the CyberMed Rx immediately checked off the basic requirement of being Microsoft compatible and having a long battery life. Where the CyberMed Rx started to distinguish itself was in the other features.

Only the CyberMed Rx featured both an antimicrobial housing and glass to protect itself from harmful microbes, which was an attractive feature. It also came with the option to include a 2D barcode scanner, RFID reader and fingerprint reader built right into the device. The full-sized ports also made it easy to integrate the Emirates ID card reader.

The icing on the cake was the proven track record that Cybernet's regional partner had of prompt service and professionalism that sealed the deal for SGHA.



## Results

The Cybernet units were easy to integrate into SGHA's workflow. The CyberMed Rx units are mounted on the Cybernet desktop mounting station at the nurse's stations, making them easy to grab and go when nurses and doctors are making their rounds.

Through the early stages of their implementation, SGHA has seen no issues with the hardware's durability or reliability and the clinicians have reported a positive initial impression of the devices. Only time will tell if the tablets continue to perform as demanded but based on first impressions, SGHA is happy to say that they have confidence that they made the right choice in partnering with Cybernet.

“ *As an IT Director, my role is to ensure the availability of the best possible technology with the easiest/most user friendly design. So far, so good. The initial impression has given us confidence of it being the right choice.* ”

- H.J., Director of IT  
Saudi German Hospital, Ajman

