

For immediate release

MEDIA RELEASE

SingHealth implements Note Buddy, a Microsoft AI documentation system, to transform clinical documentation and enhance quality of doctor-patient interactions.

- *Note Buddy aims to significantly reduce administrative burden by transcribing and summarising clinical notes in real-time during physician-patient conversations.*
- *Healthcare professionals can focus on interactions with patients during clinic consultations, enhancing the human touch in care delivery.*

Singapore, 18 September 2024 – All healthcare professionals across SingHealth institutions will progressively have access to Note Buddy, an innovative Generative AI-powered documentation system, to assist them in clinical documentation during consultations. Note Buddy's key feature is its ability to automatically transcribe and summarise conversations in four languages (English, Mandarin, Malay and Tamil) simultaneously between the clinician and patient during clinic consultations into accurate clinical notes using customised prompts that guide the way the clinical note is summarised. This allows clinicians to dedicate the time during each consultation to interacting with patients and their caregivers to better understand and address their health concerns and questions.

Developed by SingHealth's Division of Digital Strategy, Note Buddy is launched on the Synapxe Tandem a Secure Generative Pre-trained Transformer (GPT) platform developed by Synapxe, Singapore's HealthTech agency. Synapxe Tandem is a secure custom-built platform that integrates Microsoft's Azure Open AI Service, which enables healthcare professionals to access advanced technology in a safe and efficient manner.

Currently, healthcare professionals have to document clinical notes during consultations with patients. Note Buddy heralds a paradigm shift in the way clinical documentation is done. Before the consultation, clinicians can customise the Note Buddy system prompts to specifically format the notes required for their specialty. For instance, an endocrinologist can use Note Buddy to document patient-reported insights, diabetes and thyroid assessments, as well as cardiometabolic management plans, ensuring that this key information is captured. During the consultation, Note Buddy can extract and summarise the relevant information shared during the doctor-patient conversation into clinical notes in real time. Clinicians can review the notes immediately after each consultation to ensure that the necessary information has been accurately documented. This process enhances the timeliness, completeness and accuracy of each clinical documentation.

Associate Professor Goh Su-Yen, Senior Consultant, Department of Endocrinology, Singapore General Hospital (SGH), shared: "Using Note Buddy has allowed me to engage more meaningfully with my

patients and reduce the cognitive burden of manually typing out what was discussed. I have found the notes captured by Note Buddy to be accurate. The system can even selectively prioritise and capture the relevant and pertinent pieces of the patient's medical history. I can now give my patients my full attention during our consultation sessions.”

Mr Toh Tiam Huat shared his experience as a patient at the Department of Endocrinology, SGH, “As someone managing diabetes, I need to monitor and report many aspects of my physical health. When I experience any new symptoms, my doctor and I will discuss in detail what the causes may be and ways I can better manage my condition. My doctor sees many patients every day. I'm glad that this new system will be able to help my doctor organise the information we discuss, so that at my next visit, I can be confident she has all the information we need to assess if we need to adjust my treatment plan with the detailed notes that have been taken.”

Harnessing Digital Health Collaboratively to Enhance Tomorrow's Care

One of SingHealth's top priorities in implementing Note Buddy is to ensure that patient information and data is secure. The team worked closely with Synapxe to enable Note Buddy to be securely deployed within the healthcare IT setting.

Andy Ta, Director of Data Analytics and AI, and Chief Data Officer at Synapxe, said: “Synapxe plays a pivotal role in tech-enabling the vision of a healthier Singapore alongside our public healthcare institutions through technology. I am excited about the benefits that our collaboration will bring to our healthcare professionals. By leveraging Synapxe Tandem's Secure GPT platform, Generative AI innovations such as Note Buddy can be deployed across other institutions within the public healthcare family. Healthcare professionals can also use Synapxe Tandem to experiment with Generative AI use cases, and securely test-drive and accelerate adoption through quick prototyping. I look forward to seeing the development of more health tech innovations launched on Synapxe Tandem.”

Benedict Tan, Group Chief Digital Strategy Officer, SingHealth, added, “Embracing digital health is about empowering our patients, population and staff to leverage technologies to fundamentally transform healthcare practices and processes, with the quadruple goals of enhancing patient experience, improving population health, reducing costs, and increasing staff fulfilment at work. Generative AI presents a huge technological opportunity when deployed as a standalone solution, but when integrated with other digital technologies, it creates even more potential for transformations that can positively impact patients' lives”.

SingHealth aims to roll out Note Buddy to all clinicians in all institutions in the cluster by the end of 2024.

A fact sheet on Note Buddy can be found in the [Annex](#).

For media queries, please contact:

Ms Anjana Krishna
SingHealth Group Communications
DID: 6377 8056
Email: anjana.krishna.kumar@singhealth.com.sg

About Singapore Health Services (SingHealth)

SingHealth, Singapore's largest public healthcare cluster, is committed to providing affordable, accessible and quality healthcare to patients. With a network of acute hospitals, national specialty centres, polyclinics and community hospitals offering over 40 clinical specialties, it delivers comprehensive, multidisciplinary and integrated care. Beyond hospital walls, SingHealth partners community care providers to enable the population to keep well, get well and live well. As part of the SingHealth Duke-NUS Academic Medical Centre, SingHealth also focuses on advancing education and research to continuously improve care outcomes for patients. For more information, please visit: www.singhealth.com.sg

Members of the SingHealth group

Hospitals (Tertiary Specialty Care):

Singapore General Hospital, Changi General Hospital, Sengkang General Hospital, KK Women's and Children's Hospital, and Eastern General Hospital (*expected completion around 2029 to 2030*)

National Specialty Centres (Tertiary Specialty Care):

National Cancer Centre Singapore, National Dental Centre Singapore, National Heart Centre Singapore, National Neuroscience Institute, and Singapore National Eye Centre

SingHealth Polyclinics (Primary Care):

Bedok, Bukit Merah, Eunos, Marine Parade, Outram, Pasir Ris, Punggol, Sengkang, Tampines, Tampines North *and Kaki Bukit (upcoming)*

SingHealth Community Hospitals (Intermediate and Long-term Care):

Sengkang Community Hospital, Outram Community Hospital, and Eastern Community Hospital (*expected completion around 2029 to 2030*)

About Synapxe

Synapxe is the national HealthTech agency *inspiring tomorrow's health*. The nexus of HealthTech, we connect people and systems to power a healthier Singapore. Together with partners, we create intelligent technological solutions to improve the health of millions of people every day, everywhere. Reimagine the future of health together with us at www.synapxe.sg.

Note Buddy Fact Sheet

1. About Note Buddy

Note Buddy is an ambient digital scribe that leverages speech recognition, Natural Language Processing (NLP) and Generative AI to assist healthcare professionals to draft clinical documentation from patient consultation sessions. The audio from patient interactions is transcribed through speech-to-text software and summarised into structured medical notes based on a pre-selected prompt, with the use of Generative AI.

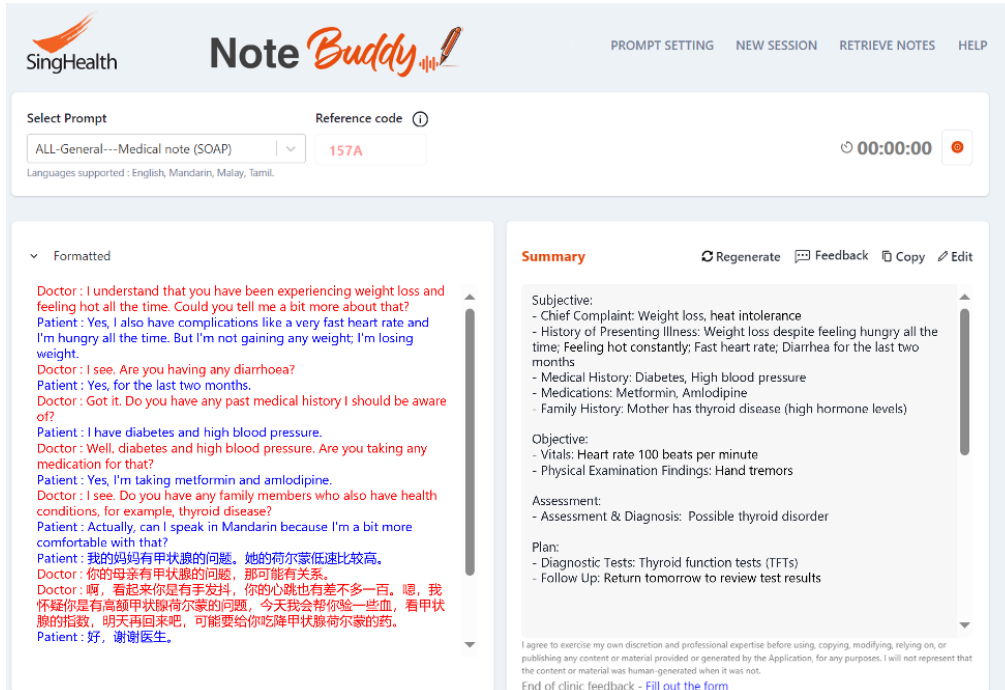
Note Buddy was developed in-house by SingHealth's Office of Insights & Analytics and launched on Synapxe Tandem, a Secure Generative Pre-trained Transformer (GPT) platform developed by Synapxe, Singapore's HealthTech agency. Synapxe Tandem is a secure custom-built platform that integrates Microsoft's Azure Open AI Service which enables healthcare professionals to access advanced technology in a safe and efficient manner.



An example of a clinic workflow with the use of Note Buddy.

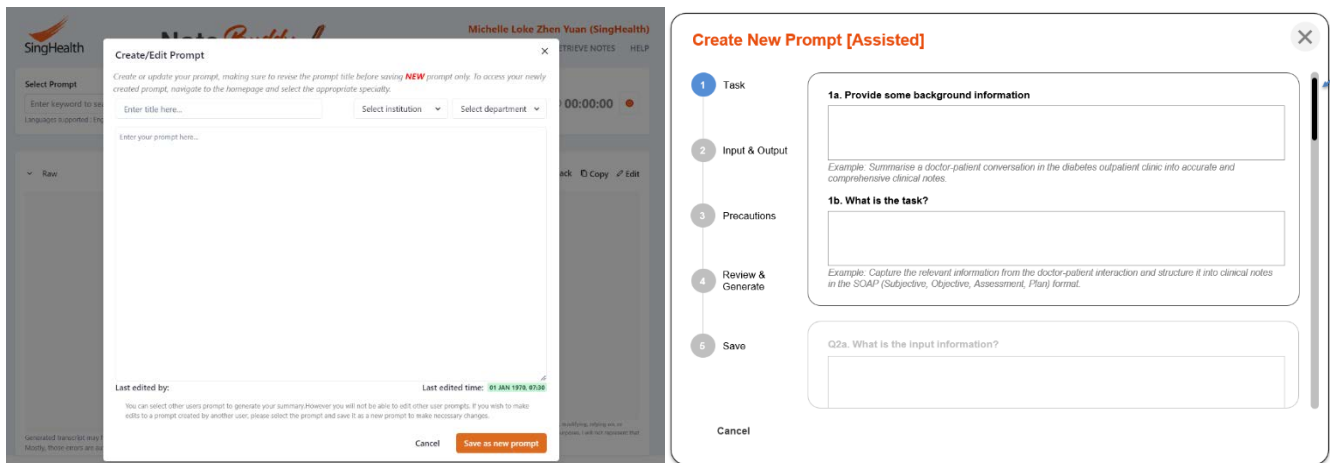
2. Note Buddy Features

- a) **Real-time Note Taking:** Transcribes and summarises clinician-patient conversations during consultations instantly. The system can detect multiple voices and transcribe them as separate individuals, enabling healthcare professionals to focus more on the patient.
- b) **Multi-language support:** Able to capture and translate conversations in English, Mandarin, Malay and Tamil simultaneously. This feature helps healthcare professionals communicate more effectively with patients from diverse linguistic backgrounds, while ensuring accurate clinical notes.

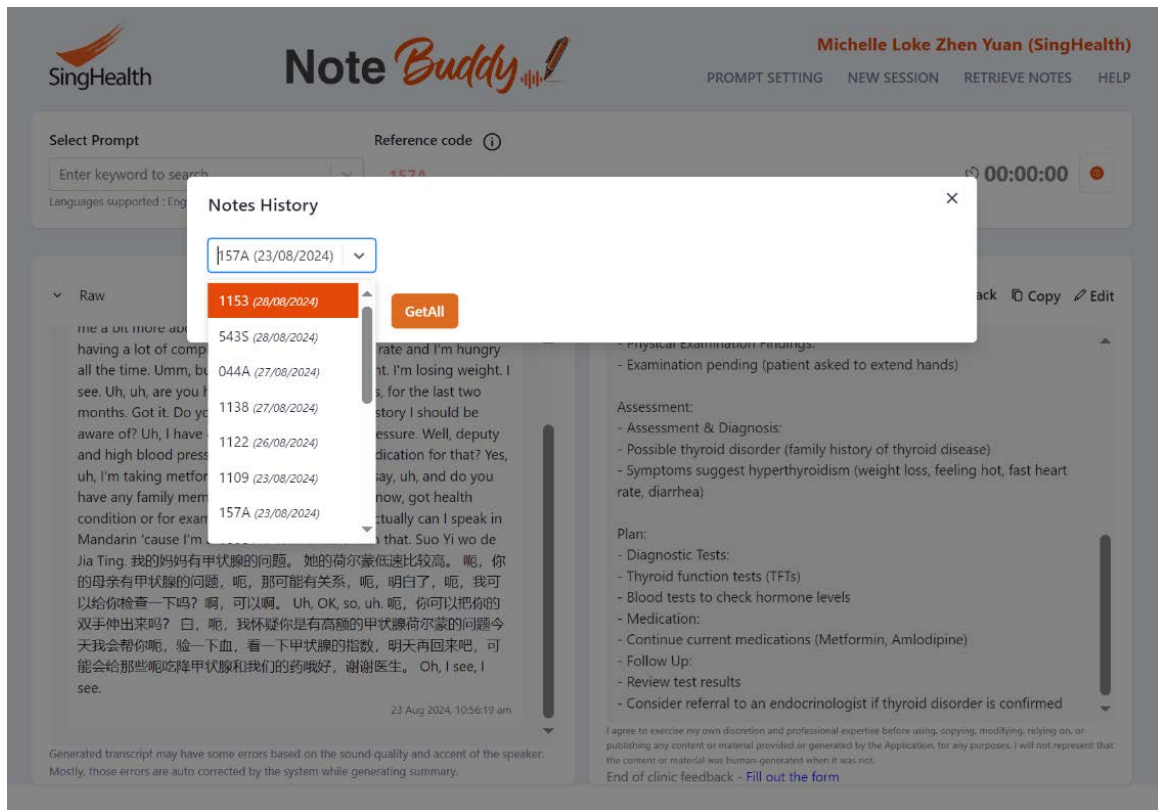


An example of Note Buddy capturing and transcribing different languages spoken during consultation.

- c) **Customisable Prompts:** Healthcare professionals can craft tailored prompts to meet specific needs. An “Assisted Mode” option is available to guide the users to create their own prompt for specific professional requirements and tasks.



- d) **Notes Retrieval:** Healthcare professionals can retrieve notes previously captured by Note Buddy for reference, ensuring continuity of care. Each healthcare professional can only access their own notes, which helps maintain patient privacy and confidentiality. Notes are stored securely in the system for one month. Thereafter, they will be securely deleted from the system.



- e) **Multiple summary options:** Summarise existing medical notes into the desired format such as Medical Report, Discharge Summary, etc.