

INSIDE IS4H BAHAMAS: CONNECTING TO CHANGE

ISSUE 3: JULY 2025



The Digital Transformation Journey Continues: Q2 2025

In this issue we get the first feedback from the IS4H Bahamas pilot at Adelaide and Gambier Clinics launched on February 3, 2025. (Hint: it's good news!) We also look at the ramped-up SIP+ implementation and consider how IS4H Bahamas is supporting national health priorities.

PILOT UPDATE

BREAKING NEWS:

Real World Reviews of our
Revolutionary Electronic Health
Record Technology



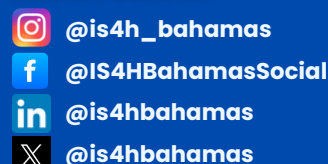
Transformational Training

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BahamasEMR+ Pilot Update

BahamasEMR+ (BEMR) is indeed transforming public healthcare in The Bahamas: we look at the effect of BEMR on record-keeping and accessibility, workflow efficiency, and how patients are benefitting.

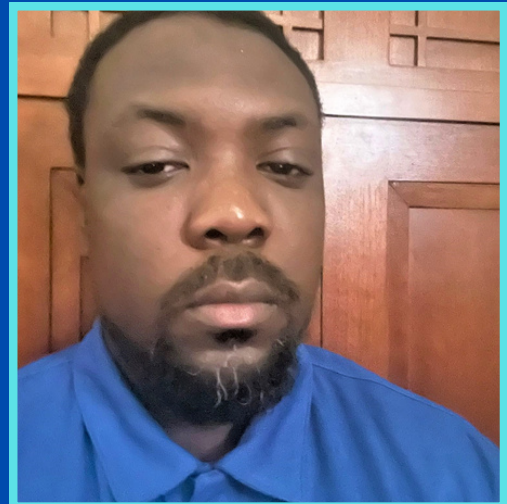
A Transformational Journey

Inside This Issue:

- **Homegrown Innovation (Updates) (Pg. 3)**
 - How the IS4H Bahamas application universe has developed over the last quarter.
- **Early Success (Pg. 4)**
 - Staff at Pilot Clinics (Gambier and Adelaide) Lead the Way in BEMR Adoption
- **From Paper to Platform (Pg. 6)**
 - SIP+ Transformation Gains Momentum in The Bahamas
- **Turning Priorities into Progress (Pg. 7)**
 - How IS4H Bahamas supports National Health Priorities

THREE QUESTIONS:

Allen McIntosh II, Sr. Software Developer



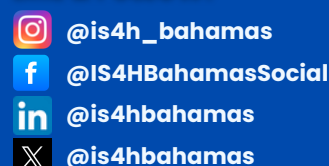
A look at the way Bahamian information and communications expertise is advancing technology in public health systems. **(Pg. 8)**

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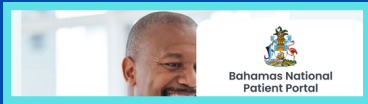
UPDATES:

- **BahamasEMR+ (BEMR)**



- The first version of BahamasEMR+ (BEMR) is live in the Gambier and Adelaide Clinics. We have finished the second set of major updates to the system, which include the addition of Billing and Syndromics monitoring to the system

- **Patient Portal (BNPP)**



- There have been a number of updates over the last few months to the BNPP, mainly changes requested by the nursing staff to make the system more responsive for them. We have also begun building the customer-facing side of BNPP. We have recently tested the ability for patients to register themselves that which we expect to be going live soon.

- **SIP+**



- We have trained hundreds of maternal and child health workers to date, and SIP+ is live in clinics around New Providence. In addition, preparations at advanced stages to onboard SIP+ at PMH and Rand, and roll out across the Family Islands.

- **Metabase (Reporting Platform)**



- We have added new customized dashboards to Metabase, and we are using this incredible tool to run reports and make it easier for nurses and administrators to pull reports on a daily basis.

- **DigiPay**



- DigiPay is about to go live at Gambier and Adelaide, which will mean credit and debit card payments will be possible at the clinics.

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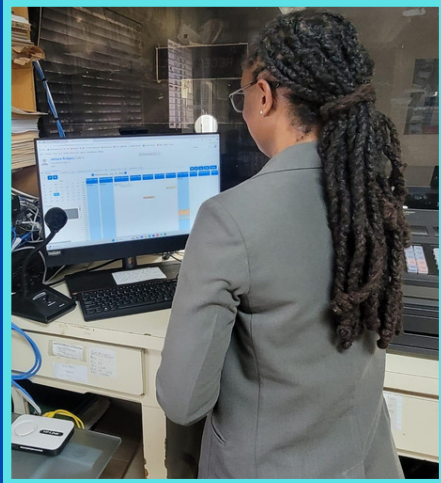


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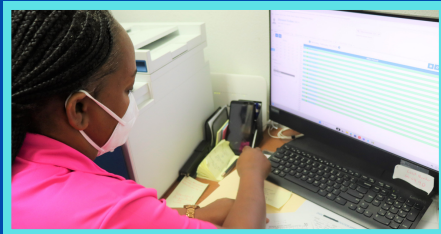


EARLY SUCCESS:

BEMR Debuts with Positive Staff Engagement



The successful rollout of the **Bahamas Electronic Medical Records Plus (BEMR)** system at the Gambier and Adelaide Clinics marked a significant step forward in The Bahamas' digital health transformation. While the first phase of the pilot presented its fair share of challenges—as expected with any meaningful change—the transition was ultimately well received by clinic staff. Team members at both sites demonstrated strong adaptability, embracing the new digital system and integrating it into their daily routines.



With BEMR, healthcare providers are now able to record, manage, and access patient information more efficiently, laying the foundation for smarter care and better outcomes. Staff continue to engage with the system confidently, proving that digital change is not only possible—it's already underway.

The successful pilot offers valuable lessons as IS4H Bahamas prepares for further implementation in these clinics and across the country. It also highlights the commitment and resilience of frontline health workers who are helping to modernize the nation's healthcare infrastructure, one clinic at a time.

IS4H Bahamas Adelaide Clinic Change Champion Nurse Atiya Deal has worked with BEMR from Day One, and spoke about the system's impact thus far:

"We have seen great improvements overall in patient care in regards to records [and] history. The triage process moves smoothly," she said.

Nurse Deal added, "We are able to easily access the patient's history medical records current records and future appointments all within the click of a button."



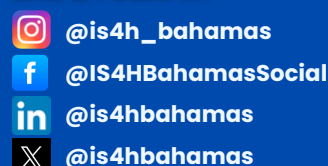
Nurse Atiya Deal



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EARLY SUCCESS:

BEMR Debuts with Positive Staff Engagement (cont'd.)



Tweaking & Responsiveness

Among the early issues identified by the staff, the IS4H Bahamas team is the client experience of onboarding: some patients have described the registration process as “tedious”, but after being registered, clinic staff report these patients have “little to no complaints.” The other issue has been the pace of completing the updates requested, which has meant occasional reference must be made to paper records.

It has made our work easier...

Meanwhile, when interviewed in Q2, Nurse Brinique Dean, IS4H Bahamas Change Champion at Gambier Clinic, reported “no glitching” since BEMR was introduced at her clinic.

Nurse Dean said, “It has made our work easier. It has made things smoother for patients from the beginning. That was one of the first things that got the staff excited about using [BEMR]. The team is overall pleased with BEMR. The doctors are [also] documenting into the system. [The doctors] are taking to it well.”

Nurse Brinique Dean

The Road Ahead: One Patient, One Record, One Payment Process

As the pilot progresses, the IS4H Bahamas software and development team are hard at work addressing the outstanding issues raised by the staff at Gambier and Adelaide. The next phase of the pilot will see the rollout of DigiPay in these clinics. This will be transformative, in that it will allow patients to pay with credit or debit card for clinic services, as opposed to having to pay in cash as current practice stands.



DigiPay offers a secure, cashless payment system that streamlines healthcare transactions across the public health network.

By enabling patients to pay electronically for services such as lab tests, medications, and clinic visits, DigiPay reduces wait times, improves financial tracking, and enhances accountability.

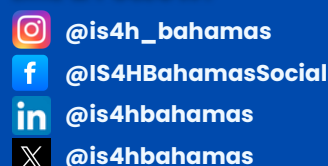
It also supports safer, more efficient revenue collection and aligns with the broader push for digital transformation in The Bahamas' health system.

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FROM PAPER TO PLATFORM:

SIP+ Ushers in Smart Perinatal Care



The SIP+ transformation is gaining momentum—and with each milestone, The Bahamas moves closer to a fully integrated, data-driven maternal and child health system. Since the rollout picked up pace in May 2025, the Ministry of Health & Wellness, in partnership with the Pan American Health Organization (PAHO) and the IS4H Bahamas team, has made significant progress in replacing the legacy, paper-based perinatal system with the upgraded SIP+ digital platform.



In Phase 1, data migration began, transferring patient histories into the new system. This foundational step ensures that care teams across the country will have instant access to accurate, comprehensive records—improving decisions at the point of care for expectant mothers, newborns, and infants.

In June 2025, the SIP+ platform received its first round of national customizations, based on feedback from frontline staff and pilot sites. These improvements are designed to make the system even more responsive to the unique needs of The Bahamas' healthcare environment.

Now in July 2025, the work continues with:

- 📍 Training completion for all Primary and Tertiary Health Units
- 🏥 Rollout at Princess Margaret Hospital and Grand Bahama Health Services (Rand Memorial)
- 🔧 System testing, live support, and on-the-ground monitoring

By the end of this phase, SIP+ will be live in more facilities than ever before, supporting care delivery, data collection, and national reporting.

SIP+ is a major leap toward a more efficient, equitable, and evidence-based maternal health system—and a powerful example of how digital transformation can directly improve lives.

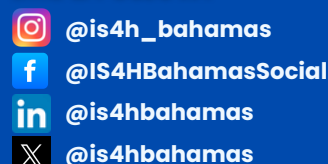
Stay tuned for more updates as we enter the final stages of national rollout!



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TURNING PRIORITIES INTO PROGRESS: IS4H Bahamas and the National Health System Strategic Plan Connection



The Bahamas is taking bold steps toward a stronger, more sustainable healthcare system—and digital transformation is at the heart of that journey. The Information Systems for Health (IS4H) Bahamas programme plays a critical role in delivering on the vision set out in the National Health System Strategic Plan (NHSSP) 2010–2020.

From clinical care to public health and inter-agency coordination, IS4H is reshaping how health information is captured, shared, and used across the country. Through platforms such as BahamasEMR+, SIP+, DigiPay, and the National Patient Portal, IS4H provides the digital infrastructure to support every major national health goal.

One of the Strategic Plan's key pillars—inter-sectoral action to protect and improve health—is made possible through shared data systems that allow the Ministry of Health & Wellness to coordinate with sectors such as education, finance, disaster management, and the environment. For example, school health programmes can be informed by real-time student health data, and climate resilience efforts can be strengthened through GIS-linked health data systems.

IS4H also supports sustainability by reducing paper dependency, improving efficiency, and promoting informed resource allocation. Tools like the National e-Learning Platform help upskill the healthcare workforce. As we continue to deploy, IS4H will support telehealth solutions that will extend services to remote islands—closing critical care gaps.

At its core, IS4H Bahamas enables evidence-based governance—empowering health leaders to make better decisions faster, respond more effectively to emergencies, and align policies with the real needs of communities.

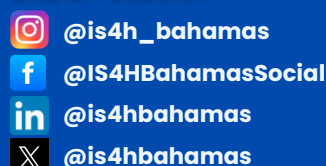
As the programme continues to expand, IS4H Bahamas is not just digitizing records—it's powering a health system that is smarter, more resilient, and better equipped to meet the needs of the Bahamian people today and tomorrow.



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ONE PATIENT. ONE RECORD.



3 QUESTIONS:

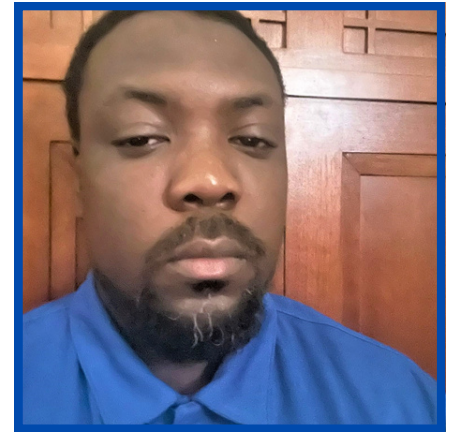
INTERVIEWS WITH IS4H BAHAMAS

ANTHONY McINTOSH II, SENIOR SOFTWARE DEVELOPER

Software development enables the creation of tailored digital tools that support integrated care, real-time data access, and responsive health system innovation.

Q: What is your favourite thing about the work you are doing as the senior software developer for the IS4H Bahamas project?

a. I appreciate and love that my efforts and work's ultimate goal is to ease the lives of Bahamians by making receiving, accessing, and providing health care services more convenient and available than it ever has been.



Q: How do you see the development of Bahamian information and communications technology (ICT) expertise progressing in the near to short-term future?

a. As we continue to deploy new and modern software solutions, we will also be tasked with training those that will be expected to use them. Many nurses and others employed in our clinics have already been exposed to their newly found capabilities with these tools by our trainers and implementation specialists.

Q: How is ICT helping to push the IS4H Bahamas initiative forward?

a. Using both applications and software developed in-house, and open source solutions, we are creating new ways to connect healthcare providers to patients, and both parties to their data in a way that is both convenient and secure. As we will be conducting these training courses and exercises continually, we are having a positive effect on computer literacy rates and reinforcing that it's never too late (or early) to gain new skills.



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