



DIGITAL TRANSFORMATION IN PRIMARY CARE SYMPOSIUM 2026

Beyond Digitalisation. Experience a Connected Healthcare Ecosystem.

Organised by : **Remedi Innovations Sdn Bhd**

Date. : 26 September 2026

Time : 08:00AM – 05:00PM

Venue : Pulse Grande Hotel, Putrajaya

Executive Summary

The Digital Transformation in Primary Care Symposium is a national primary healthcare educational symposium series dedicated to advancing knowledge sharing on digital healthcare transformation, collaboration, and innovation within Malaysia's primary healthcare sector.

Following the inaugural symposium held in Kuantan, Pahang, the second edition will continue the conversation in Putrajaya with a renewed focus on the future of connected healthcare. Under the theme "Beyond Digitalisation. Experience a Connected Healthcare Ecosystem," the symposium explores how primary care is evolving beyond standalone digital solutions towards a more connected ecosystem where healthcare providers, technology partners, laboratories, pharmacies, hospitals, and other healthcare stakeholders can work together to support seamless, patient-centred care.

The symposium will bring together general practitioners, clinic owners, healthcare professionals, industry leaders, and healthcare ecosystem partners to exchange ideas, share practical experiences, and explore innovations shaping the future of primary care.

Through expert-led presentations, clinical and operational sharing sessions, panel discussions, interactive engagements, and networking opportunities, the symposium aims to provide practical insights into digital transformation, connected healthcare services, operational excellence, financial sustainability, and emerging innovations that support better patient outcomes and sustainable primary care practices.

Building on the momentum of the inaugural series in Kuantan, the Putrajaya edition seeks to further strengthen knowledge exchange, encourage meaningful collaboration, and contribute towards a more connected, efficient, and sustainable primary healthcare ecosystem in Malaysia.



Symposium Theme

Beyond Digitalisation. Experience a Connected Healthcare Ecosystem.

Healthcare transformation is no longer defined solely by the adoption of digital technologies. Increasingly, value is created through the ability of healthcare providers and supporting services to work together as part of an interconnected ecosystem.

The 2026 symposium focuses on the evolution of primary healthcare beyond standalone digital solutions towards a connected healthcare ecosystem that integrates people, technology, clinical services, and healthcare organisations.

Participants will explore how interoperability, integrated healthcare services, digital health solutions, and collaborative partnerships can improve continuity of care, strengthen clinic operations, and create better healthcare experiences for both practitioners and patients.



Symposium Objective

The symposium aims to:



Showcasing Connected Healthcare through digital transformation

Promote greater understanding of connected healthcare ecosystems within primary care leveraging on digital advancements.



Knowledge & Innovation

Share practical knowledge and best practices in healthcare digital transformation.



Operational Excellence

Showcase innovations that improve clinical practice, operational efficiency, and patient experience.



Collaboration

Encourage collaboration across healthcare providers and ecosystem partners.



Future-Ready Practices

Support clinic owners in building sustainable and future-ready healthcare practices.



Professional Development

Facilitate professional networking and multidisciplinary knowledge exchange.

Reaching GPs Across Malaysia

The Digital Transformation in Primary Care Symposium 2026 is a regional symposium series bringing together General Practitioners and healthcare stakeholders across Malaysia. Following the inaugural edition held in Kuantan on 4th July 2026, the symposium will next take place in Putrajaya on 26th September 2026, with a subsequent edition planned for the Northern Region.

4 July 2026
Kuantan, Pahang

26 Sept 2026
Putrajaya

Nov 2026
Northern Region



Highlights from the inaugural symposium held in Kuantan, Pahang.

Programme Highlights

The symposium programme includes:

- Keynote and expert presentations
- Clinical and operational case sharing
- Panel and forum discussions
- Interactive question-and-answer sessions
- Professional networking opportunities

The symposium will explore topics including:

- The future of digital transformation in primary care
- Building a connected healthcare ecosystem
- Optimising clinic operations and practice efficiency
- Supply chain and procurement management for primary care
- Financial sustainability and operational resilience
- Advances in disease management in primary care
- Integration of laboratory diagnostics and referral pathways
- Practical experiences and best practices in clinic management system

Program Schedule

Time	Segment
08:00	Registration Opens
08:00-09:00	Arrival of delegates and VIPs
09:00	Negaraku Dua' Recitation
09:10	Opening Speech by Dr. Khairul Faizi Khalid, Managing Director Remedi
09:20	Officiating Speech and launching of Digital Transformation in Primary Care Symposium 2026 by YB Datuk Seri Dr. Haji Dzulkefly bin Ahmad, Minister of Health Malaysia
09:30	Strategic Partnership Signing Ceremony Remedi & Pharmaniaga <i>Integration of Smart Inventory management in Primary Care</i>
09:35	Strategic Partnership Signing Ceremony Remedi & Premier Integrated Labs <i>Integration of laboratory e-ordering and e-results in Primary Care</i>
09:40	Strategic Partnership Signing Ceremony Remedi & KPJ Healthcare <i>Integrating e-referral between Primary care and Tertiary care</i>
09:45	Strategic Partnership Signing Ceremony Remedi & Novo Nordisk <i>Development of Digital Care Solution for Diabetes and Obesity in Primary Care</i>
09:50	Official Photo Session

Time	Segment
10:00	Talk 1: Digital Transformation in Primary Care: Enhancing Clinical Efficiency & Patient Outcomes Speaker: Dr. Khairul Faizi Khalid, Managing Director of Remedi <i>Exploring how digital solutions can streamline workflows, enhance clinical efficiency, and improve patient outcomes in modern primary care settings.</i>
10:30	Morning Break & Press Conference
11:00	Talk 2: Advances in the Management of Diseases in Primary Care Speaker: Dr. See Chee Keong Consultant Physician & Endocrinologist Subang Jaya Medical Centre, ParkCity Medical Centre & Hospital Sultan Haji Ahmad Shah, Temerloh In collaboration with Novo Nordisk <i>Latest clinical updates and practical approaches to managing diseases, focusing on improved outcomes in everyday primary care practice.</i>
11:30	Talk 3: Financial Health of Clinics: Cash Flow Management & Sustainable Practice Growth Speaker: Ms. Nik Aiza Product Head, Transaction Banking at CIMB Islamic <i>Key approaches to strengthen cash flow, improve financial visibility, and build sustainable, growth-ready clinic operations.</i>
12:00	Forum 1: Why a Good Clinic Management System Matters: Insights from Real Practice Moderator: Remedi Panellists: Dr. Mohd Firdaus Bin Musa, Poliklinik Amalmedik Dr. Puvaneshwaran Karupaya, Poliklinik Dan Surgeri Semarak Dr. Khairunnisa' Mohd Nahwari, U.n.i Klinik Sek 7 Shah Alam <i>Real-world insights on selecting, implementing and maximising clinic management systems to improve efficiency, accuracy, and patient experience.</i>
13:00	Q&A
13:10	Lunch Break & Booth Visits

Time	Segment
14:15	Talk 4: Optimising Clinic Supply Chain: Smarter Procurement & Cost Management in Primary Care Speaker: En. Ainul Hasnizam Bin Abu Hassan, CEO of Pharmaserv Alliances Practical strategies to optimise procurement processes, manage supplier ecosystems, and reduce operational costs while maintaining quality of care.
14:45	Talk 5: Integrating Referrals in Primary Care for Faster, Safer Patient Journeys Speaker: En. Faidz Ramli, Manager, Partner Marketing at KPJ Healthcare <i>Practical approaches to improving referral coordination between primary care, specialists, and healthcare facilities to support faster access to care, safer patient transitions, and better continuity of treatment.</i>
15:15	Talk 6: Integrating Diagnostics in Primary Care for Timely Clinical Decision-Making Speaker: Mr. Panner Chelvan, IT Lean Management, Sustainability Officer, and IT Lead for Digital Pathology at Premier Integrated Labs <i>Exploring the potential of integrated diagnostic services and digital reporting in primary care to support earlier detection, timely clinical decisions, and more efficient patient management.</i>
15:45	Forum 2: Integrating Digital Tools in Primary Care: From Supply Chain, Finance, Diagnostics & Referrals Moderator: Remedi Panellists: En. Ainul Hasnizam Bin Abu Hassan, Pharmaserv Alliances Mr. Panner Chelvan, Premier Integrated Labs En. Faidz Ramli, KPJ Healthcare <i>A cross-sector discussion on integrating digital tools across clinic operations, from supply chain and finance to diagnostics and referrals, to drive efficiency and better care delivery.</i>
16:45	Q&A
17:00	Tea Break & Networking

Expected Impact

Upon completion of the symposium, participants will be able to:

- ✓ Strengthen awareness and adoption of connected healthcare practices within primary care.
- ✓ Encourage collaboration across the healthcare ecosystem to improve continuity of care.
- ✓ Promote the exchange of knowledge, best practices, and emerging innovations.
- ✓ Inspire the adoption of technologies that enhance clinical excellence and operational efficiency.
- ✓ Support the development of sustainable, future-ready primary care practices.
Foster long-term partnerships that advance healthcare innovation in Malaysia.

Conclusion

The Digital Transformation in Primary Care Symposium 2026 aims to serve as a meaningful platform for healthcare professionals and industry stakeholders to learn, connect, and explore the evolving future of primary care.

Building on the foundation established through the inaugural symposium in Kuantan, the second edition in Putrajaya continues the journey towards a more connected healthcare ecosystem, one that embraces innovation while remaining focused on clinical excellence, operational sustainability, and patient-centred care.

Through continued knowledge exchange, collaboration, and shared experiences, the symposium aspires to contribute to the ongoing advancement of primary healthcare in Malaysia.

