



Transforming PPH's 65 Years of Care into a Digital Future

Challenge

Paradise Private Hospital has been caring for the people of Port Moresby for over 65 years. As the hospital continued to grow, its manual systems could no longer keep up with patient and staff needs. These were the major challenges they faced:

- Paper-heavy, manual processes that created inefficiencies and chaotic record management.
- Missing patient records that delayed care and reduced trust in the system.
- Insurance scheme complexities unique to Papua New Guinea that raised concerns about digital compatibility.
- Poor staff communication due to the absence of an integrated, real-time digital platform.

Solution

Paradise Private Hospital partnered with Data Capture Experts to become the first cloud-based, digitally enabled hospital in Papua New Guinea. The platform features:

- **Unified Patient Records** – Eliminates missing files and ensures secure, centralised access to all clinical and admin data.
- **Insurance Integration** – Tailored workflows to support Papua New Guinea's insurance schemes, co-developed with hospital staff.
- **Real-Time Data Access** – Provides leaders and clinicians with up-to-date information for better planning and decision-making.
- **Cross-Functional Collaboration** – Enables doctors, nurses, and admin staff to share information seamlessly and deliver coordinated care.
- **Cloud-Based Infrastructure** – A future-ready digital platform that modernises healthcare operations and positions PPH as a leader in digital health.
- **Ongoing Technical Support** – Continuous improvement and support from DC2Vue pre-, intra-, and post-implementation.

Result

- Shifted from manual processes to a fully digital, cloud-based platform.
- Improved efficiency, reducing patient waiting times and administrative costs.
- Strengthened communication among nurses, doctors, and admin staff.
- Reliable, real-time data now informs planning, reporting, and decision-making.
- Enhanced patient care quality through integrated, multidisciplinary workflows.
- Positioned as Papua New Guinea's first digitally enabled hospital, setting a new benchmark for healthcare in the region.

"This is the first time ever we've stepped into digitising our systems, and it has really helped all of our nurses and doctors improve communication and ensure the right information about patients is shared across the hospital."

Dr Robin Sios, Owner/CEO of Paradise Private Hospital

