



Quality care starts with connected systems

Presented by: Wandile Khumalo
7th January 2026

Higher Learning Institution clinics are on the frontline of student health, yet many still rely on manual, paper-based systems. This leads to fragmented care, high no-show rates, and clinicians spending less time with patients. As student health needs continue to rise, the lack of digital practice management doesn't just reduce efficiency — it directly limits access to timely, **QUALITY CARE**.



THE CHALLENGES

THE CHALLENGES



Fragmented Patient Record Management

- Patient data spread across paper files and disconnected systems
- Delays in care due to missing or incomplete information
- Duplicate tests and repeated patient history collection
- Poor continuity of care and limited longitudinal tracking

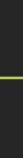


Manual Administrative Workflows

- Appointment scheduling done manually, leading to overbooking
- Long patient wait times and high administrative burden
- Billing errors, missed charges, and revenue leakage
- Inefficient use of clinical and administrative staff time

Limited Data & Decision Support

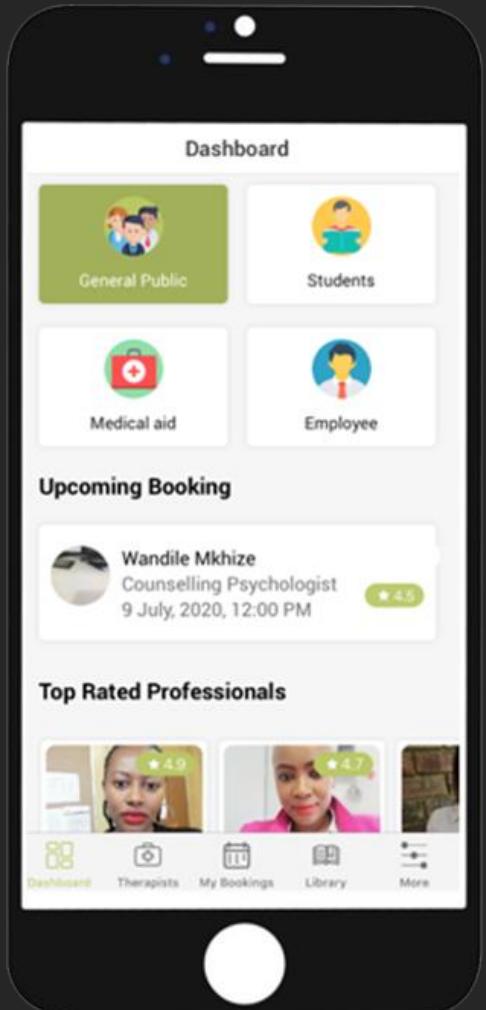
- No real-time insight into clinic performance
- Difficulty tracking utilisation, outcomes, and trends
- Limited ability to plan, optimise resources, or scale services
- Decisions based on assumptions rather than data



Poor Patient Engagement and Access

- No online booking or self-service patient tools
- Limited communication, reminders, and follow-ups
- Higher no-show rates and patient frustration
- Reduced access to telehealth and remote care options





SYKED CLINIC MANAGEMENT SYSTEM

Is a **digital practice management platform** built **for university clinics**, enabling **seamless care delivery, operational efficiency, and data-driven decision-making** across the student health journey.



STUDENT FACING



- Book appointment for video or in-person visit.



- Ask follow up question about health concern or treatment.



- Attend video consultations with Healthcare Provider



- Receive alerts, reminders, notifications



- Get relevant health educational content

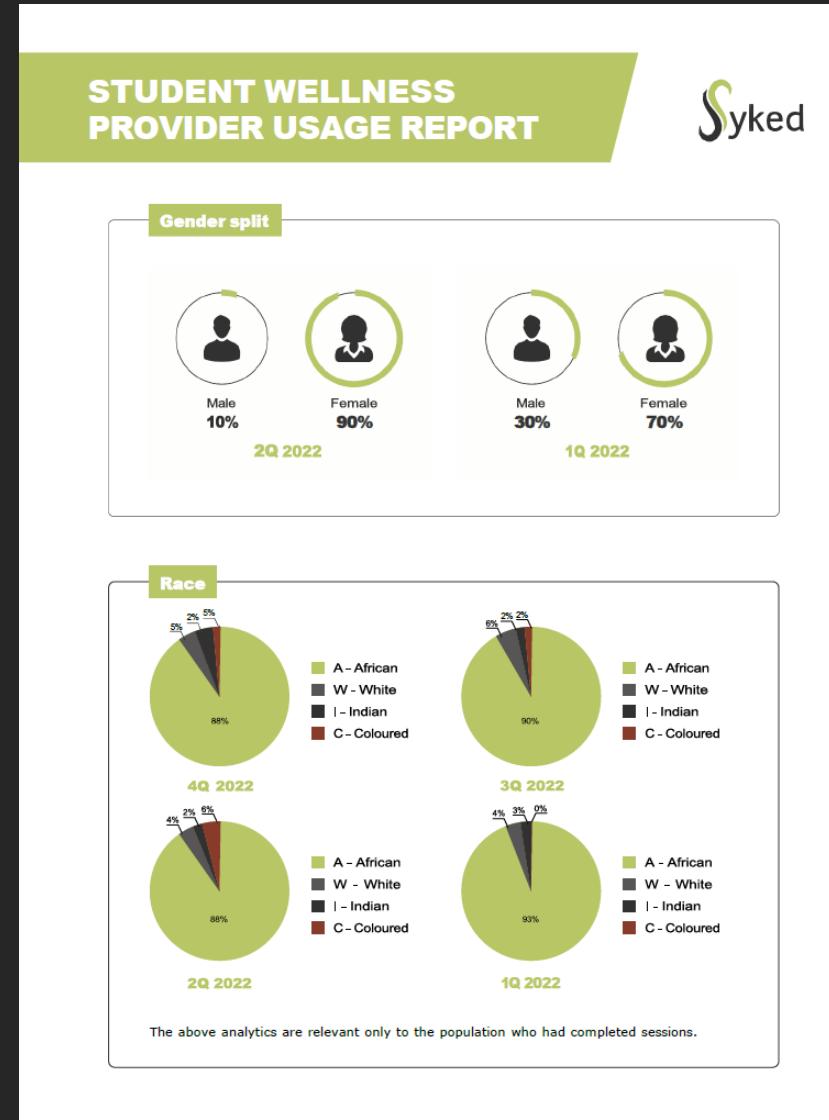
CLINICIANS



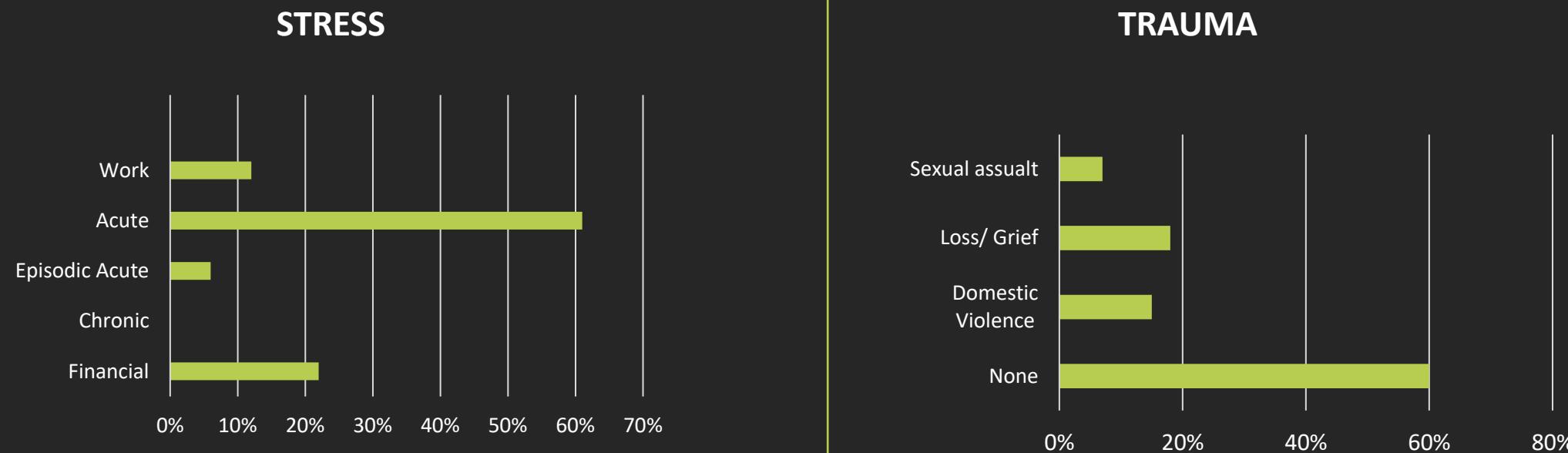
- Administer users, team, services and workflows
- Proactively schedule video or in-person appointments for patients needing attention
- Consult with patients over video visits and asynchronous consults
- Add notes, prescriptions and diagnostic orders
- Monitor health data & other inputs from patients
- Publish patient education content to patient cohorts



REPORTING



DATA ANALYTICS- Clinical Stats



WHY SYKED



PARTNERSHIPS

Our strong partnership network in the medical sectors through network of practitioners and Akeso (SA's largest psychiatric hospital group)



COORDINATED CARE

SA first therapist/patient matching algorithm solution that triages to appropriate specialist.



DISTRIBUTION CHANNELS

Our medical partners coupled with Adapt IT that enables system integrations



CONTENT

Hyper localized content: Creation of engaging mental health relevant content matching our users cultural nuances



Managing Your Healthcare Team

SYKED

Patients 1

Appointments

Video

Monitoring

Text Consultations

Consultation Notes

Prescriptions

Lab Orders

Reports

Patient Support

Blog

Settings

Help

Team Users

Manage your team of healthcare providers and other supporting users. You can also add a new team user to the Virtual Practice.

Enter name of the team user...  All Practice Locations  All Departments  All Service Types  Filter

Team User	Role	Practice Locations	Departments	Joining Date	Actions
 Mrs. EMS Personnel	Healthcare Provider	Campus Health & Wellness		6th Aug 2025	
 Mr. EMS OFFICER	Healthcare Provider			5th Aug 2025	
 Ms. EMS	Healthcare Provider	Campus Health & Wellness		20th Jul 2025	

Team Management

Syked

Team Users Settings » Team Users

Clinic Services Video Services Add Practice Location Add Department Add Team User Help

Team Users

Manage your team of healthcare providers and other supporting users. You can also add a new team user to the Virtual Practice.

Enter name of the team user... All Practice Locations All Departments All Service Types Filter

Team User	Role	Practice Locations	Departments	Joining Date	Actions
 Mr. Wandile Khumalo	Practice Admin, Healthcare Provider, Primary Account Owner	Syked		30th Oct 2024	<input type="button" value="..."/>
 Dr. Lusanda Cebekhulu Mphathi	Nurse	Syked		20th Nov 2024	<input type="button" value="..."/>

Patient Profile

Patients Patients > Nhlakanipho Mthembu > Health Profile > Health Profile

Request Feedback Set Appointment Consult Bill Patient Message

Nhlakanipho Mthembu

Age: 37 Years (26-Jan-1988), Sex: Male
Wt: 92 kg, Ht: 184 cm BMI: 27.17
PID: P120220251329531333

Monitored Under: Enabled

Patient Category: [+ Assign Category](#)

MRN:

[+27 761035484](#) [\(Phone Unverified\)](#) [\(Resend SMS\)](#)

[nhlakanipho@syked.co.za](#)

Health Conditions

Health Condition	Diagnosed in	Medications	Treated by	Notes
Asthma (CA23)	2025	Beclate 200 mcg	DGMAH	

Current [+ Add Condition](#)

Health Profile Health Trackers Medical Reports Health Journal Clinic Consultations Text Consultations Video Monitoring Basic Profile Consultation Notes Prescriptions

Patient Profile: Details

Syked

Patients

Patients » Wandile Khumalo » Health Profile » Health Profile

Health Profile

Health Trackers

Medical Reports

Health Journal

Clinic Consultations

Text Consultations

Video

Monitoring

Basic Profile

Consultation Notes

Prescriptions

Lab Orders

Wandile Khumalo

Age: Not Specified, Sex: Not Specified

PID: P211120240307363049

Monitored Under:

Patient Category: [+ Assign Category](#)

MRN:

Enabled

wandile@syked.co.za +27 748591383

Health Conditions

Current

Health Condition	Diagnosed in	Medications	Treated by	Notes
<p> Add all known Health Conditions for this patient.</p> <p> ADD NEW</p>				

Consultation Notes.

SYKED

Patients 1

Appointments

Video

Monitoring

Text Consultations

Consultation Notes

Prescriptions

Lab Orders

Reports

Patient Support

Blog

Settings

Help

Consultation Notes

Appointments » Nhlakanipho Mthembu » Log Consultation

Log New Consultation

Healthcare Provider	Consultation Type	At
Mr. Wandile Khumalo	Video Consultation	Campus Health & Wellness

Nhlakanipho Mthembu Associated Appointment Video Consultation 09:30 am SAST, 14 Aug 20

Date of Consultation: 14-08-2025 Start Time: 9:27am SAST

Reason for Consultation: Routine followup

Review Notes *i*

Enter the note for patient here (Maximum of 10000 characters).

 **Nhlakanipho Mthembu**
37 Years, Male
PID : P120220251329531333
nhlakanipho@syked.co.za
+27761035484

Known Health Conditions
Asthma

Current Medications
Beclate 200 Mcg

Social History

Occupation	Student
Gender	Male
Birth Place	JHB
Sexual Orientation	Heterosexual
Ethnicity	Not Specified

Video Consultations

← → ⌂ telemedicine-admin.syked.co.za/secure/appointments/vSession?actor=doctor&appointmentId=218

Video Consultation Session with Nhlakanipho Mthembu

Time Remaining: 29:47 min

END SESSION PAUSE



PHR CONSULTATION NOTES

 Nhlakanipho Mthembu
37 Years, Male

PID : P120220251329531333
✉ nhlakanipho@syked.co.za
📞 +27761035484

Known Health Conditions
Asthma

Current Medications
Beclate 200 Mcg

Social History

Occupation	Student
Gender	Male
Birth Place	JHB
Sexual Orientation	Heterosexual
Ethnicity	Not Specified

ON

REC

Video Consultation Notes

← → G telemedicine-admin.syked.co.za/secure/appointments/vSession?actor=doctor&appointmentId=218

Video Consultation Session with Nhlakanipho Mthembu

Time Remaining: 28:54 min

END SESSION PAUSE



PHR CONSULTATION NOTES

Consultation Notes
Save notes during session which can be added later to Consultation Log

Enter the note for patient here (Maximum of 10000 characters).

SAVE

Consultation Notes

Syked

Consultation Notes
Consultations » Manage Consultations

Log Consultation Help

Enter name of the healthcare provider... All Consultations All Locations All

21 November 2024

 Mali Khumalo (Video Consultation)
Mr. Wandile Khumalo, Syked Draft

11:02 pm ACDT

 Mali Khumalo (Clinic Consultation)
Mr. Wandile Khumalo, Syked

10:28 pm ACDT

20 November 2024

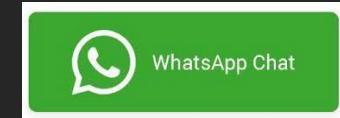
  



WhatsApp Conversations and Custom Messages

- Enable WhatsApp Chat on your Patient Portal website
- Your patients can also hold WhatsApp conversations with your Support Helpdesk
- Support can send pre-approved messages to your patients
- In-built Template Manager to create and handle WhatsApp templates



 A screenshot of the Medline Central Patient Support portal. On the left, a sidebar shows various icons for medical services. The main area is titled "WhatsApp" and shows a conversation with "Adam Milne" (Conversation open for next 18 hrs). The messages are as follows:

- Evlin Harper: Will I get a prescription after consultation? (8:30 AM)
- Adam Milne: No worries. Take Care (2:46 PM IST)
- Alfin Miller: Thank you so much for reaching out and for the well... (Yesterday)
- Sara Wilson: Thank you for taking note of the information. (Yesterday)
- Jonath Adam: Your patient account has been disabled. Please con... (Yesterday)
- Mohammed Aleem: Alright (Yesterday)
- Mohammed Aleem: Your appointment with Medline Central for Video Co... (08 Aug)
- Dr Michael Larry: Great! (08 Aug)
- Guest User: Book Appointments hassle-free with Medline Cen... (08 Aug)
- Ram Kumar: We understand that you will visit the clinic for further assis... (08 Aug)

 A message from Adam Milne is highlighted in yellow: "Hope you're doing well. Remember, taking care of yourself is essential. Here are some wellness tips to help you stay on track: Prioritize self-care daily! Stay active, eat nutritious foods, and practice mindfulness for a healthier, happier you!" (12:12 PM IST)

 A screenshot of the WhatsApp Template Manager. The interface includes a search bar, filters for "Template Category: All Categories", "Message Template Type: All Types", and "System Status: All Messages". A sidebar on the right shows a list of approved messages:

Template Name	Template Category	Message Type	Language Versions	System Status
virtual_consultation_instructions	Utility	Patient Service Coordination	English	Submitted
expert_health_advice	Utility	Patient Engagement	English	Submitted
stay_informed_on_covid_19	Utility	Patient Engagement	English	Submitted
empowering_your_health_journey	Marketing	Patient Service Coordination	English	Submitted
birthday_wishes	Utility	Patient Engagement	Spanish (SPA)	Submitted
your_healthcare_ally	Utility	Patient Service Coordination	English	Submitted
revolutionizing_patient_care	Marketing	Promotional	English	Submitted
your_wellness_virtually_connected	Marketing	Promotional	English	Submitted
support_and_resources	Utility	Patient Engagement	English	Submitted
wellness_tips	Utility	Patient Engagement	Spanish (SPA)	Submitted

 A dropdown menu on the right shows a list of messages:

- All Messages
- Approved
- Pending Review
- Rejected
- Disabled
- Paused
- Aborted

 The "Approved" option is selected.

Thank you

CONTACT DETAILS

Wandile Khumalo

wandile@syked.co.za

074 859 1383

