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Quality care starts with connected systems

**Presented by: Wandile Khumalo**  
**7<sup>th</sup> 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



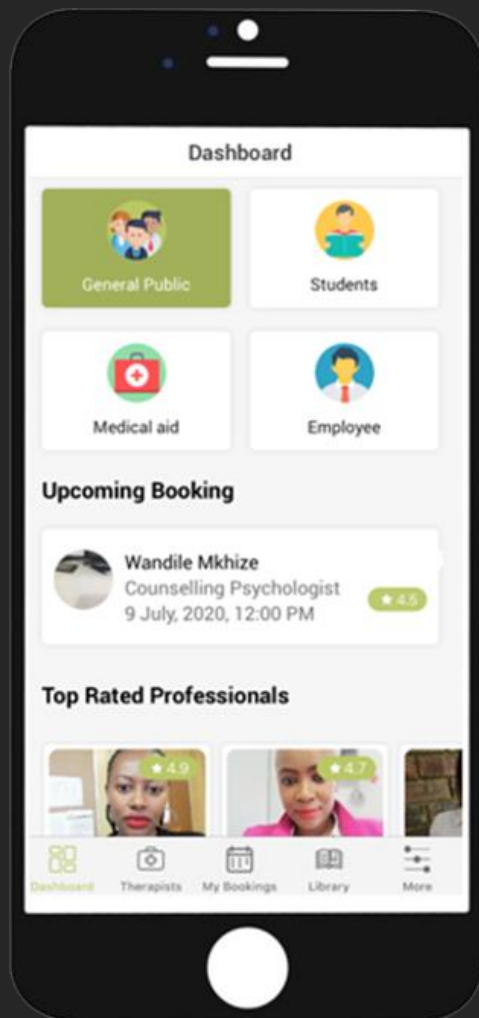
### Poor Patient Engagement and Access

- 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

## IMPLEMENTATION OF SOLUTION

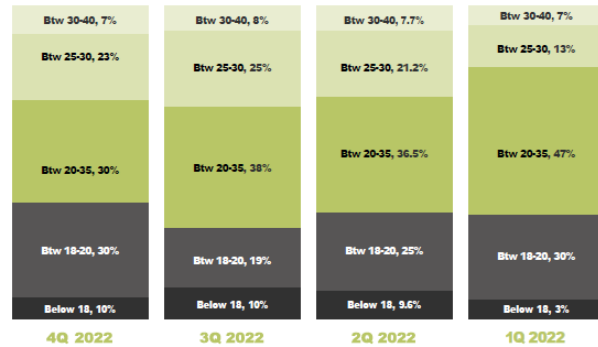
### STUDENT WELLNESS PROVIDER USAGE REPORT



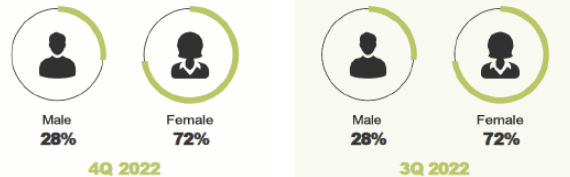
#### A. QUALITATIVE ANALYSIS

COMPLETED SESSIONS ANALYTICS: 43 STUDENTS

##### Age band distribution



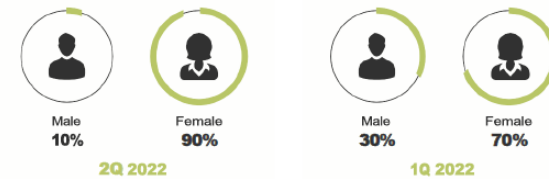
##### Gender split



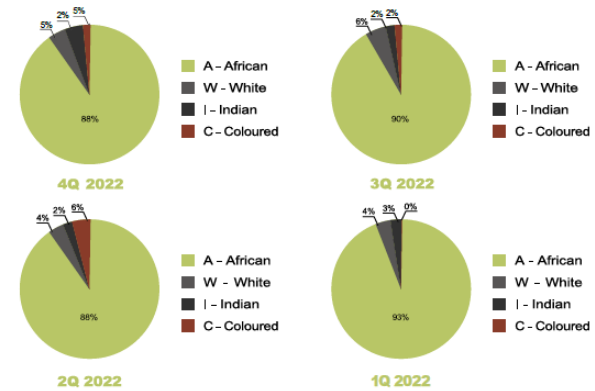
### STUDENT WELLNESS PROVIDER USAGE REPORT



##### Gender split



##### Race

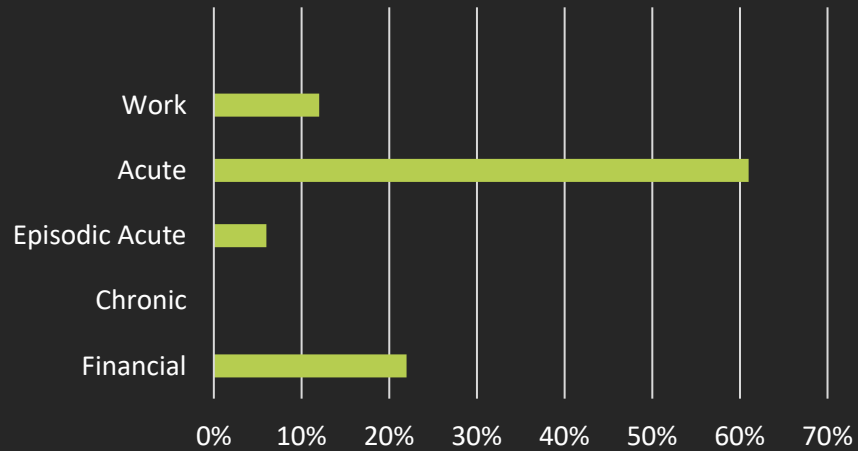


The above analytics are relevant only to the population who had completed sessions.

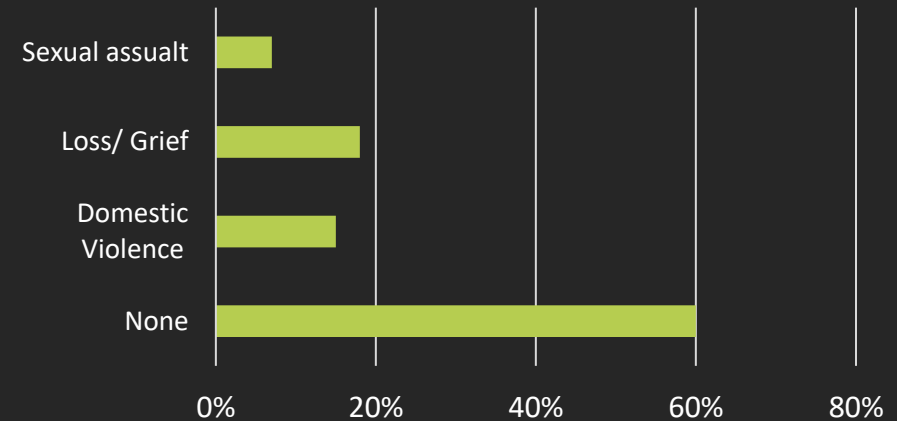


# DATA ANALYTICS- Clinical Stats

## STRESS



## TRAUMA





## WHY SYKED



## PARTNERSHIPS

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



## DISTRIBUTION CHANNELS

Our medical partners coupled with Adapt IT that enables system intergrations

## COORDINATED CARE

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

## 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

 Mr. Wandile Khumalo




## 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.










All Practice Locations

All Departments

All Service Types

 Filter

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

# Patient Profile

Mr. Wandile Khumalo

Patients

Patients » Nhlakanipho Mthembu » Health Profile » Health Profile

Request Feedback

Set Appointment

Consult

Bill Patient

Message

Health Profile

Health Trackers

Medical Reports

Health Journal

Clinic Consultations

Text Consultations

Video

Monitoring

Basic Profile

Consultation Notes

Prescriptions

Nhlakanipho Mthembu

Age: 37 Years (26-Jan-1988), Sex: Male

Wt: 92 kg, Ht: 184 cm BMI: 27.17

PID: P120220251329531333

Monitored Under:

Patient Category: + Assign Category

MRN:

nhlakanipho@syked.co.za

+27 761035484

(Phone Unverified)

(Resend SMS)

Enabled


Health Conditions





Current


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




# Patient Profile: Details


 Syked


 Mr. Wandile Khumalo


 Patients

Patients » Wandile Khumalo » Health Profile » Health Profile

 Set Appointment

 Consult

 Bill Patient

 Message

**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:


 wandile@syked.co.za  +27 748591383



 Enabled



**Health Conditions**

Current



Health Condition	Diagnosed in	Medications	Treated by	Notes
 Add all known Health Conditions for this patient.				
 <a href="#">ADD NEW</a>				

# Consultation Notes.

SYKED

Patients

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

Mr. Wandile Khumalo

Consultation Type

Video Consultation

At

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

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 ☆ 📄 S ⋮


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

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# Video Consultation Notes

← → ↺



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

☆ 🎵 S ⋮

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

📷 ON

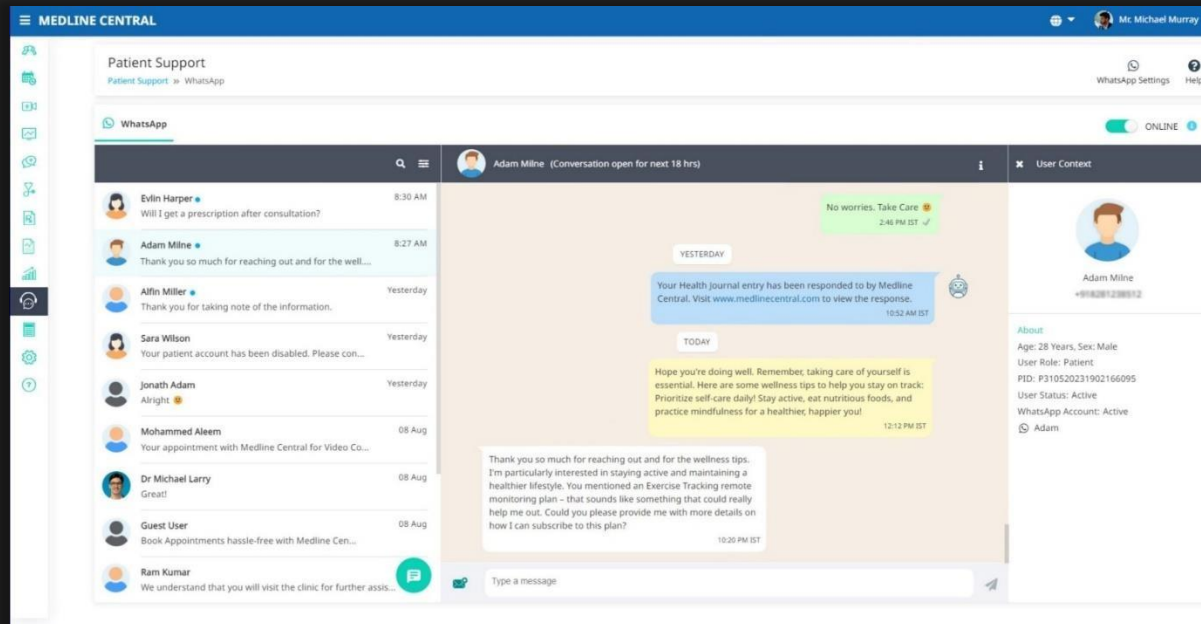
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# WhatsApp Conversations and Custom Messages

- 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



Search	Template Category	Message Template Type	System Status	WhatsApp Status
	All Categories	All Types	All Messages	All 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) +1 more	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) +1 more	Submitted

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**Thank you**

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CONTACT DETAILS

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