



Medically-Informed-Minder launched to Support Ageing, Childcare, and Address Health Knowledge Gap Issues

SINGAPORE Sept 2011 - Some 120,000 Filipino and Indonesian maids in Singapore can soon participate in mobile learning programs aimed at raising their awareness in common domestic health issues. A Singaporean company, BH Institute Pte Ltd, is working with a team of leading health professionals including psychologists, geriatricians, paediatricians, and nurses, to develop the mobile learning course “Medically-Informed-Minder (MIM) launching at the end of the year. Partnering with global organizations like HIMSS (Healthcare Information and Management Systems Society), BHI specialises in the areas of medical call centre management and online training courses for healthcare professionals.

Maids can either be self-enrolled for the MIM course, or by their employers. The course is made up of more than 80 modules, each focused on individual areas of care like paediatrics, ageing, stress management and nutrition amongst others. Costing approximately \$1 per module, enrolled maids can download and access their course materials anytime through a Learning Management System available over any web-enabled smartphone. MCQ and other assessment tools will also be used to assess the users at the end of each module, and a certificate of attendance will be awarded by BHI upon completion. The curriculum will first be available in English and Bahasa Indonesia. Other languages like Filipino and Chinese will be available before June 2012.

MIM aims to better assist employers of trained maids in the management of childcare, elderly care and complex psychological dynamics. In a home with 2-3 generation living in one household, the maid is usually the key pillar for household support who often performs the task of looking after the baby, the aged and also the busy executive. “There are no real content and knowledge solution to help the maid when they are even asked to attend medical consultation with the employer together with a baby or an aged in some instances to be part of the care team. It is about time we do something to support this knowledge vacuum!”, says Dian Mayasari, BSN, RN, Home nurse practitioner and wound care specialist.

Home nurses are expensive, costing between \$200-280 over an 8 hour shift in Singapore. Medically Informed Minders with peer support by trained nurses from BHI's medical call centres will redefine domestic help globally to keep pace in an increasingly evolving environment where executives are away from home for long hours, leaving their loved ones like their kids or the aged parents under the care of trusted maids at home. With medically informed maids, the photo of a rash on the skin of an elderly or a baby can be taken and shared with the employers. Initial e-opinions can be obtained from a doctor via the medical call centre before making arrangements to visit a clinic - this is especially important in areas where doctor support is hard to access.