

PRISM 2025: BIONIC EDGE

Leading Community Healthcare with the Bionic Edge

From Counter to Catalyst



By Gina Koay | Founder | City Wellness Pharmacy

Human to AI



My Journey: *Mission: To Help People Smile Again*



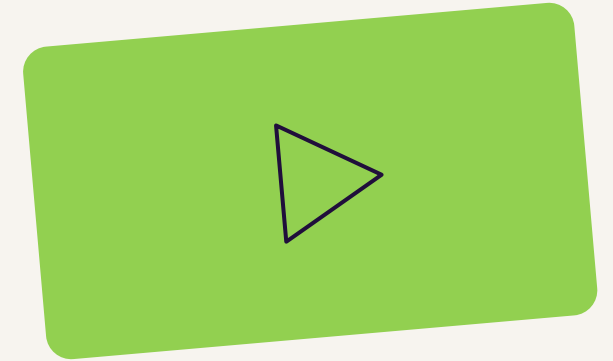
2007

Founded

City Wellness Pharmacy



Begin exploring preventive care and coaching

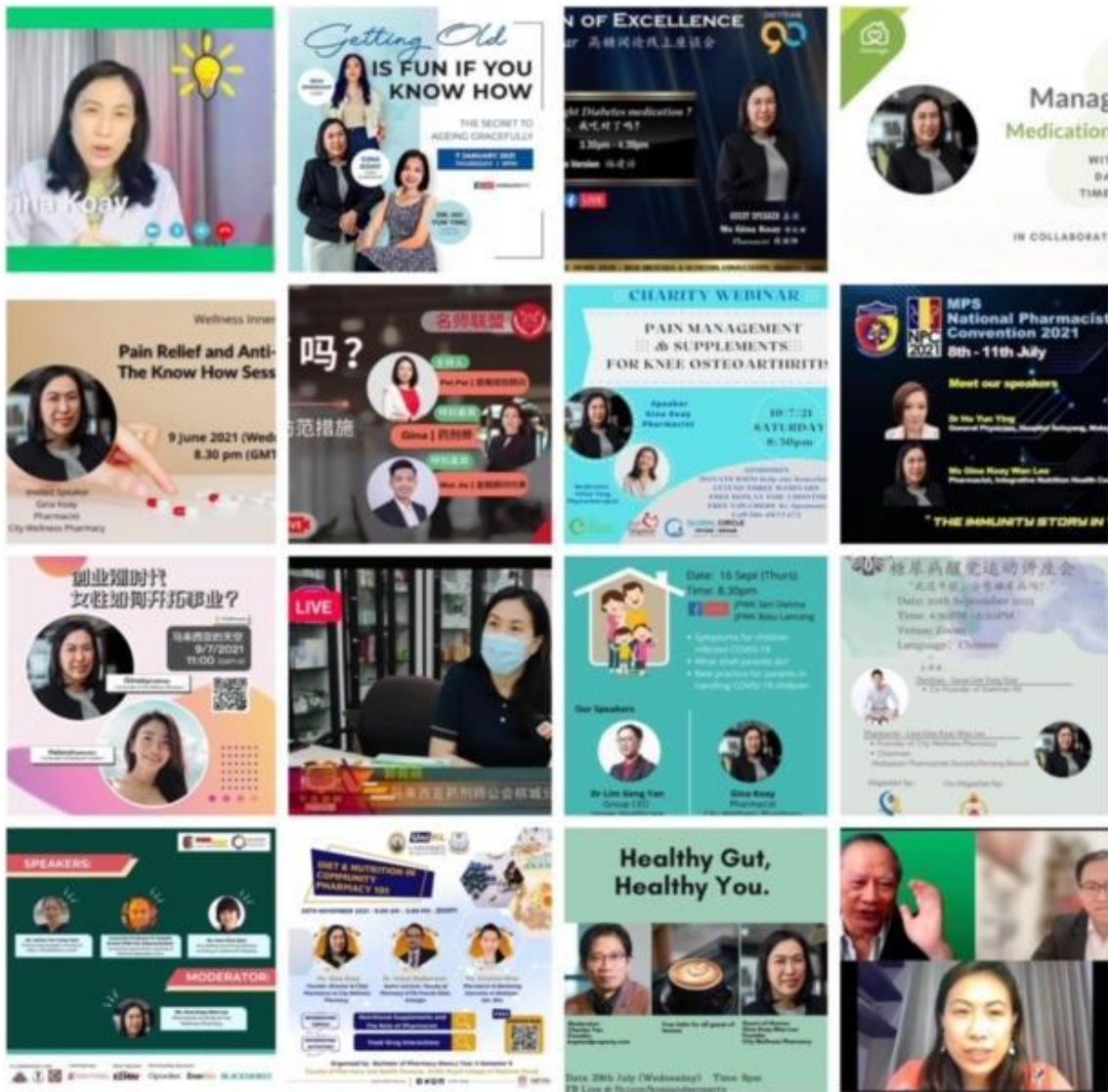


2020- today

Embraced wellness, digital tools, designing programs powered by AI tools



Brick & Mortar Business
City Wellness Pharmacy
Found since 2007



Health talks, media interviews, roadshows, webinars



On-site health campaigns and roadshows in public & private organisations



FAPA Asia Community Pharmacist of the Year 2023

Why This Talk Now?

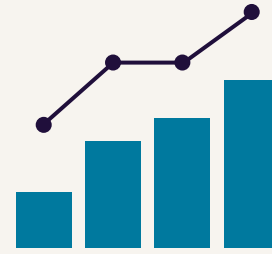
*“The future belongs to bionic leadership-
human-led, tech-empowered”*

- **Healthcare is changing rapidly**
- **AI tools are entering pharmacies**
- **Patients want more than medication**
 - they want program
- **Pharmacists must evolve, not disappear**

The Paradigm Shift

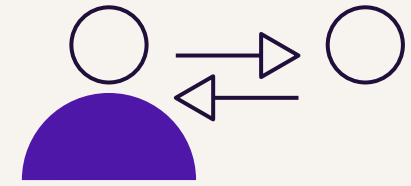
From : Dispensing Medications

To: Designing Health Programs



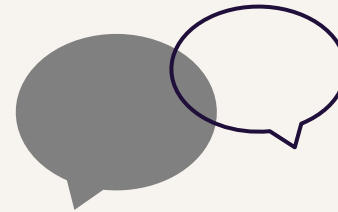
What?

Chronic Stress, Lifestyle diseases are rising



Why?

Patients want coaching, screening, prevention



How?

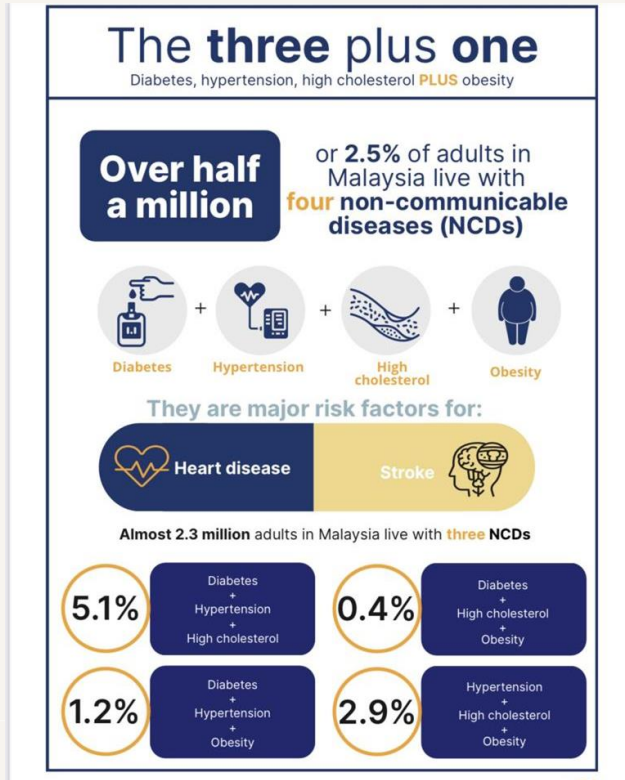
Digital tools give us new power



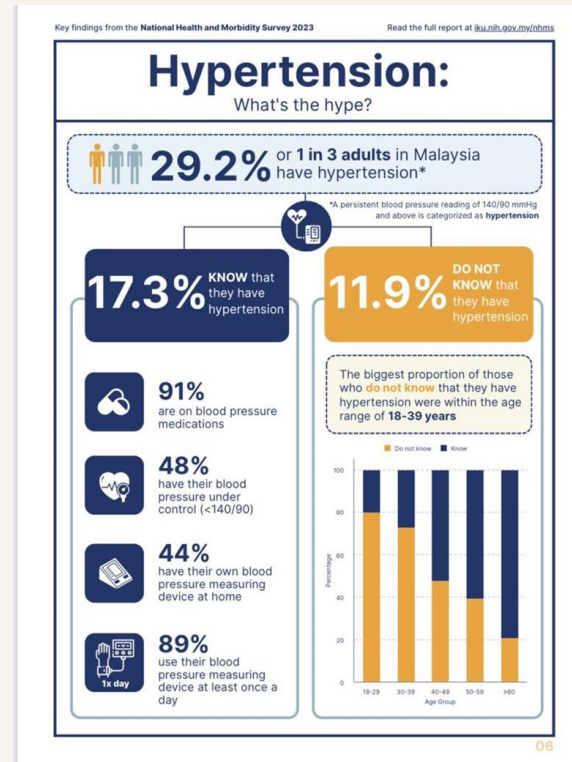
What not?

Not new empathy

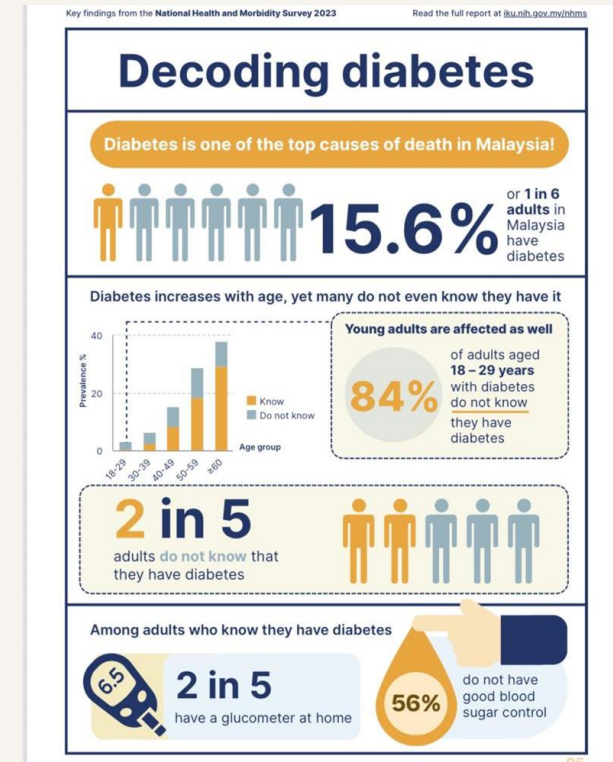
Why the Paradigm Shift?



The 3+1
National Health &
Morbidity Survey 2023

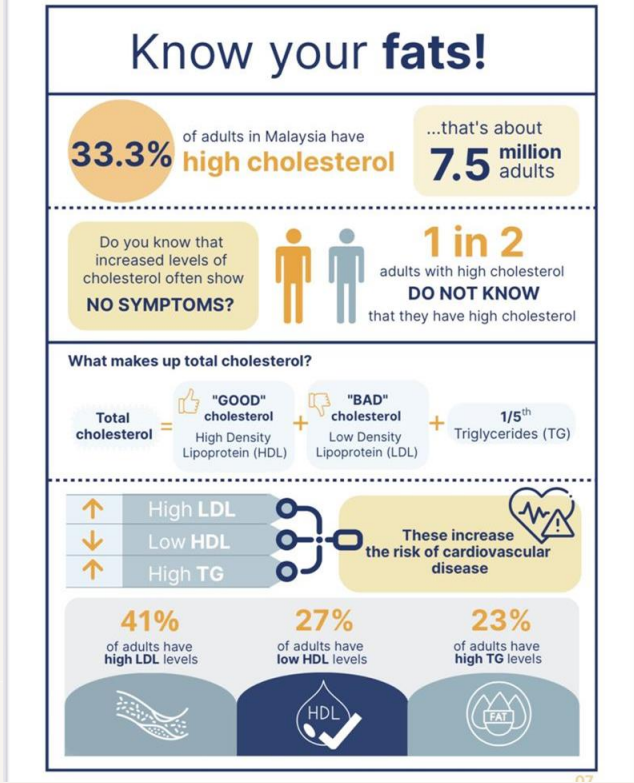


Hypertension

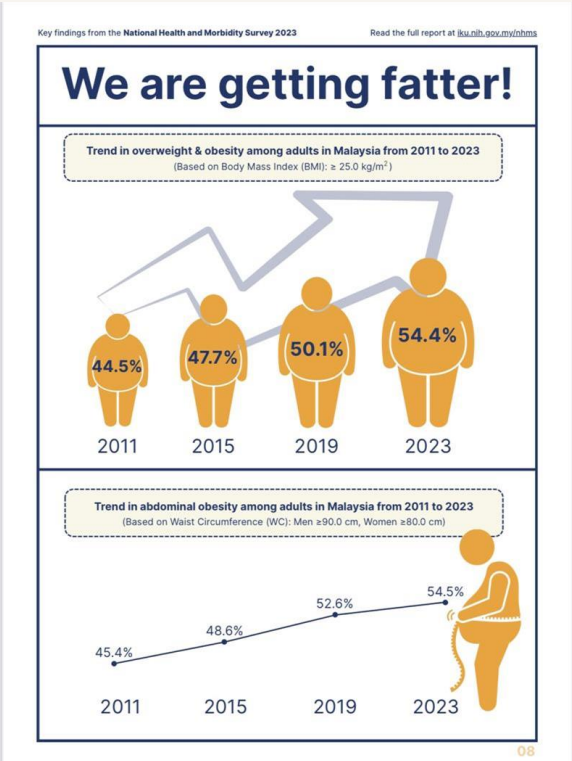


Diabetes

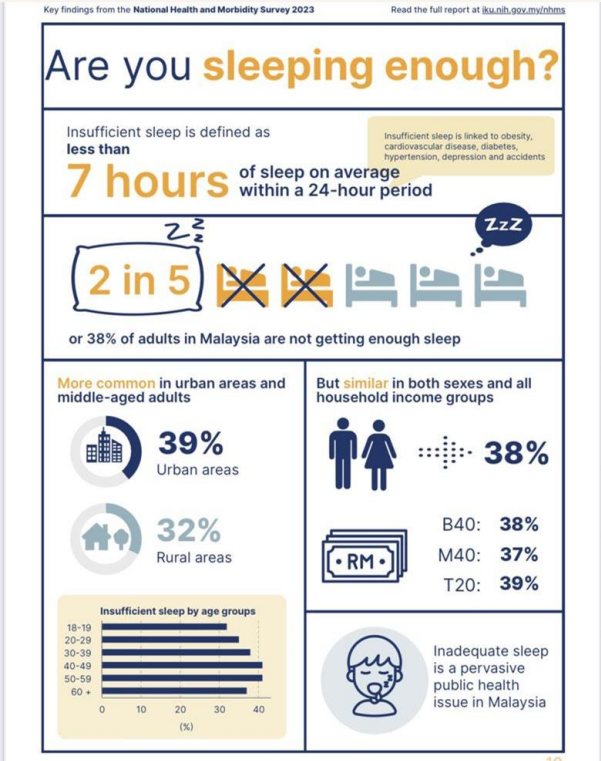
Why the Paradigm Shift?



High Cholesterol

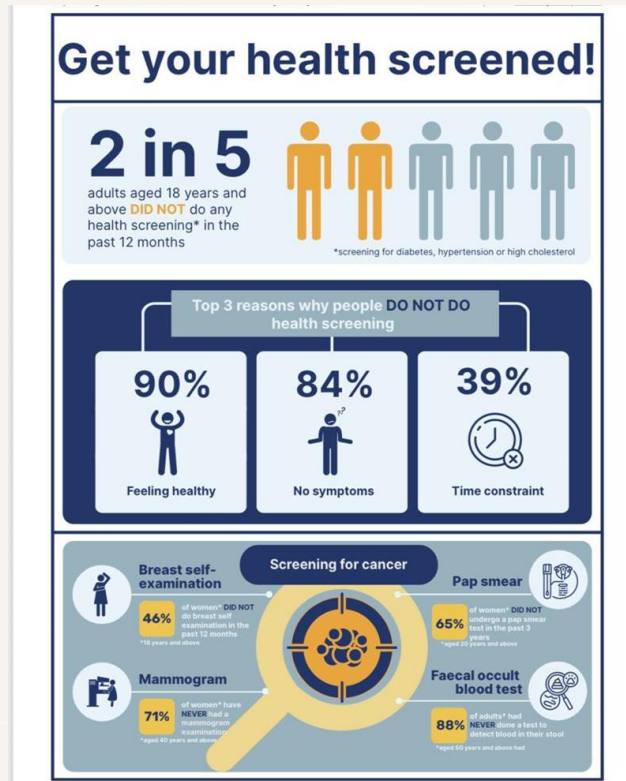


Obesity

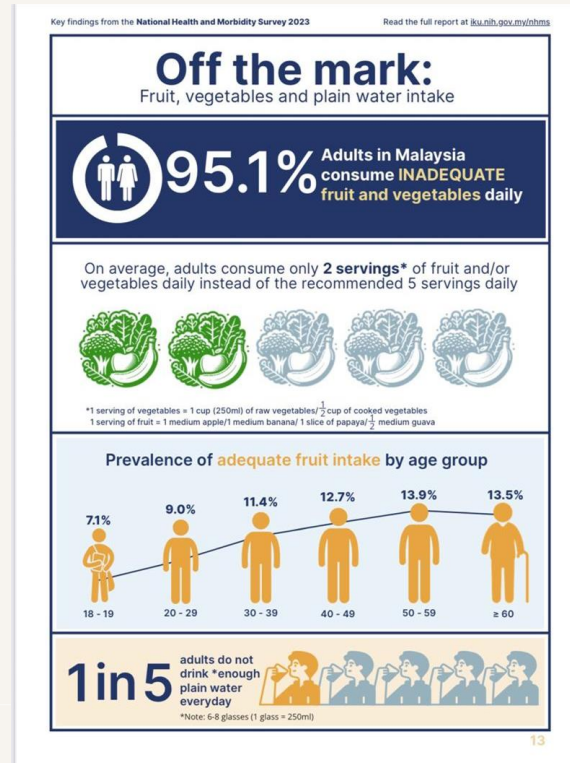


Insomnia

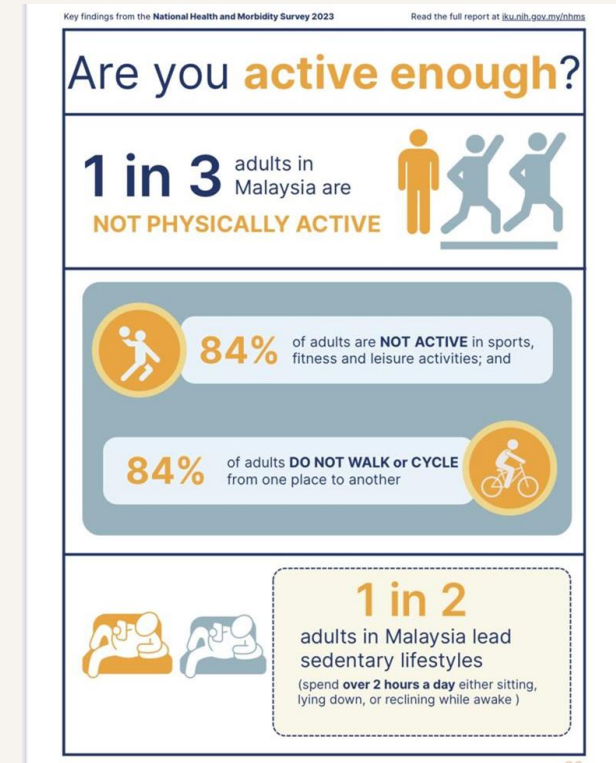
Why the Paradigm Shift?



Health Screening



Fruits
Vegetables
Plain Water



Exercise

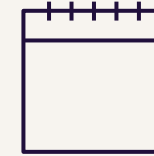
What Is The Bionic Edge?

We Combine

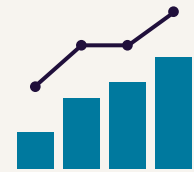
The Bionic Edge =
Human Expertise + AI
Tools



Empathy



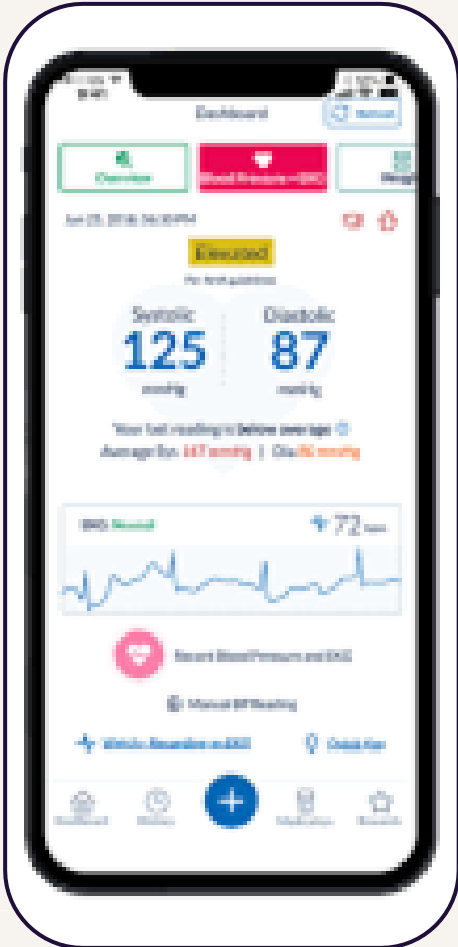
Clinical
Judgement



Tech-enabled
insights
(wearable data)

Modern Pharmacy Tech

Tools transforming practice.
Technology is the enabler.
Pharmacists are the guide.



Health Screening Devices (BP-Omron)



Health Screening Devices (CGM-Glunovo-Sibionics)



Health Screening Devices (ECG-Kardia)

Modern Pharmacy Tech

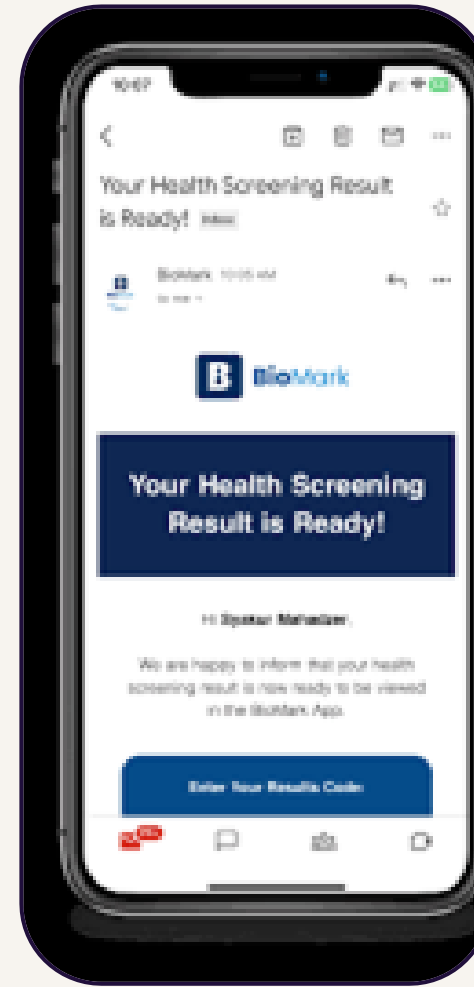
Tools transforming practice.

Technology is the enabler.

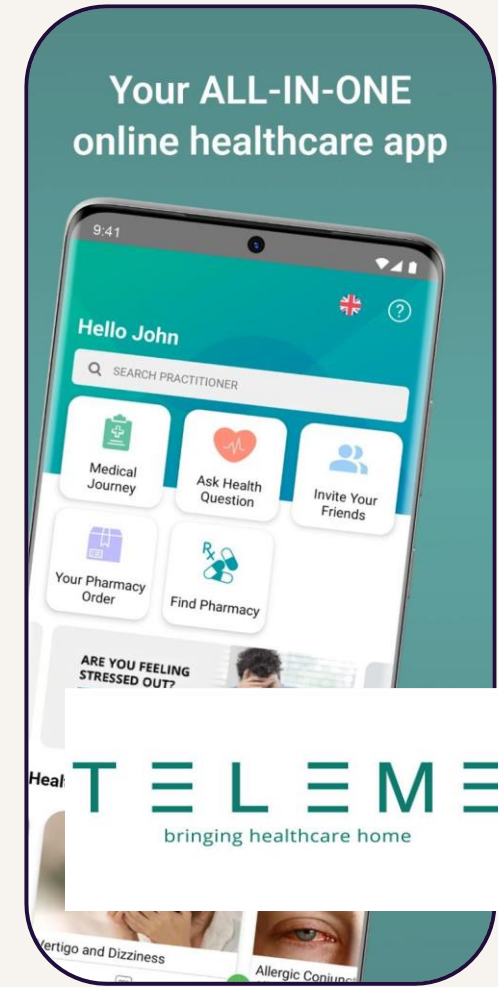
Pharmacists are the guide.



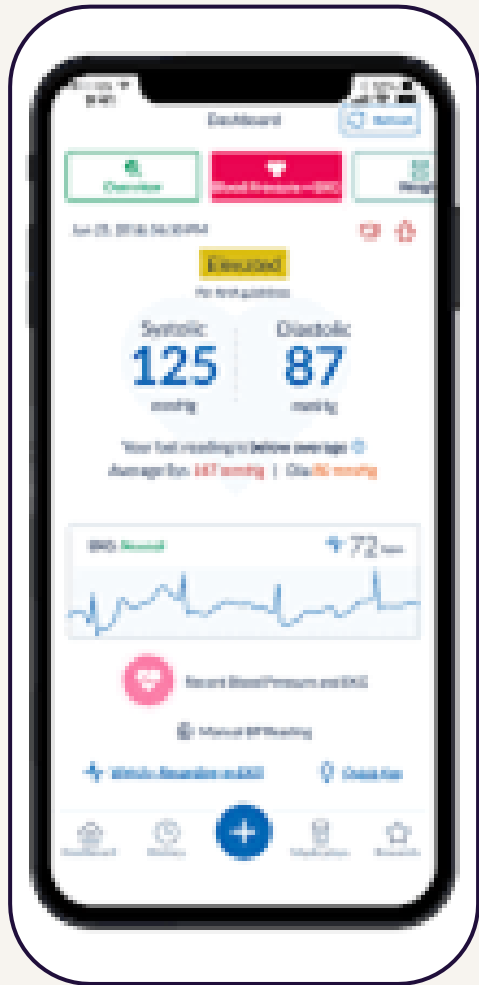
Health Monitoring Device (Signbeat)=Sleep Hygiene



Health Reports Monitoring (Biomark)



Teleconsultation & E-prescription (Teleme)



Smart Hypertension Management

1. Smart Monitoring with Daily BP Readings with AI-Driven BP App.
2. Track any surge or irregular patterns.
3. Personalised consultation with Pharmacist.



Smart Hypertension Management

4. Uncontrolled or borderline hypertension.
5. Seeking non-drug strategies alongside medical care.
6. Tired of one-size-fits-all” BP advice.



Smart Diabetes Management

1. Smart Monitoring with Real-Time Glucose Insights with AI CGM App
2. Track glucose spikes, drops and trends in real time
3. Personalised consultation with Pharmacist.



Smart Diabetes Management

4. Ideal for type 2 diabetes or pre-diabetes
5. Those on insulin or oral medications wanting better control without burnout
6. Wellness seekers looking for high-tech personalised approach



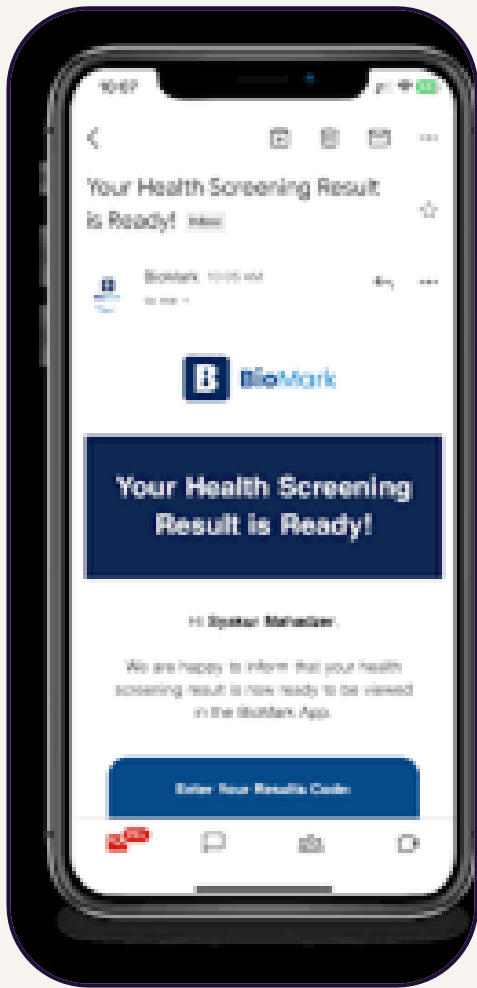
Smart Irregular Heartbeat Management

1. Smart ECG Monitoring with AI-Driven KardioMobile.
2. Track any Atrial Fibrillation, Bradycardia, Tachycardia, Unclassified rhythms.
3. Personalised consultation with Pharmacist.



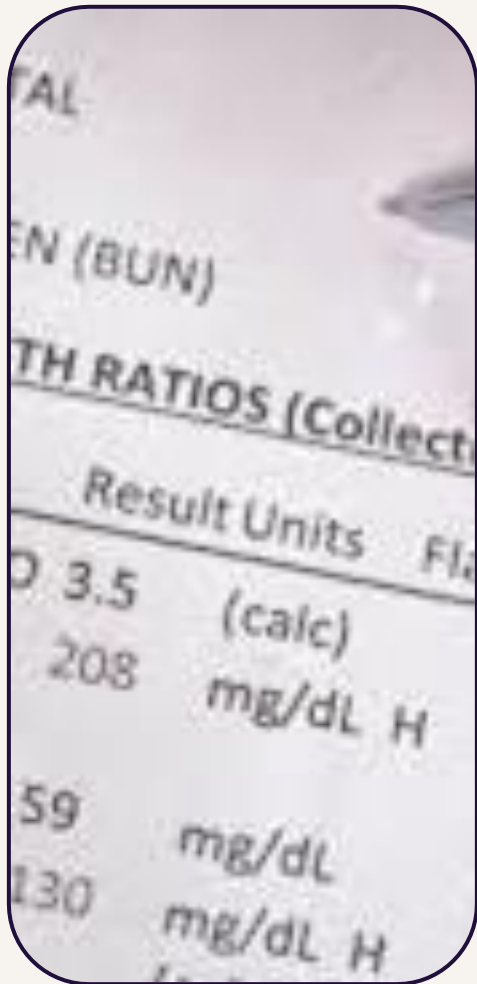
Smart Irregular Heartbeat Management

4. Anyone experiencing palpitations, skipped beats
5. Those managing stress-related arrhythmias or post-Covid symptoms
6. Health-conscious people wanting non-drug rhythm support.



Smart Blood Test Management

1. Smart Monitoring of blood test report with AI-Driven Biomark App.
2. Track any surge or irregular patterns, eg glucose, cholesterol panel
3. Personalised consultation with Pharmacist.



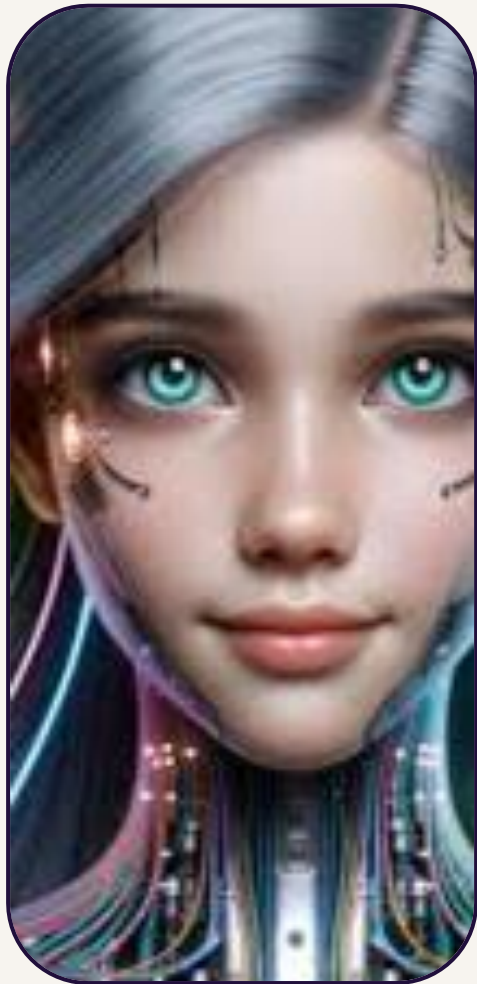
Smart Blood Test Management

4. Health conscious individuals doing regular blood tests.
5. Managing chronic conditions such as diabetes, hypertension, uric acid.
6. Data-driven, non-drug solutions to optimize energy, sleep and vitality.



Smart Sleep Hygiene & Stress Recovery Management

1. Smart Monitoring of Heart Rate Variability, sleep quality, activity level with AI-Driven BP App.
2. Track any surge or irregular patterns.
3. Personalised consultation with Pharmacist.



Smart Sleep Hygiene & Stress Recovery Management

4. Individuals with fatigue, burnout, stress-related symptoms.
5. High-performers– HRV tracking and recovery optimization.
6. Data-driven way to improve sleep, energy, vitality

Smart e-Prescription & Teleconsultation Management



1. Smart Monitoring of prescriptions, follow-ups
2. Track medication history, dosage instructions and refill alerts.
3. Personalised consultation with Pharmacist.

Smart e-Prescription & Teleconsultation Management



4. Patients with long-term prescriptions.
5. Individuals wanting to understand and improve health beyond pill
6. Seeking preventive, guidance based on digital medical records

Why Pharmacists Are Irreplaceable ?



Build trust



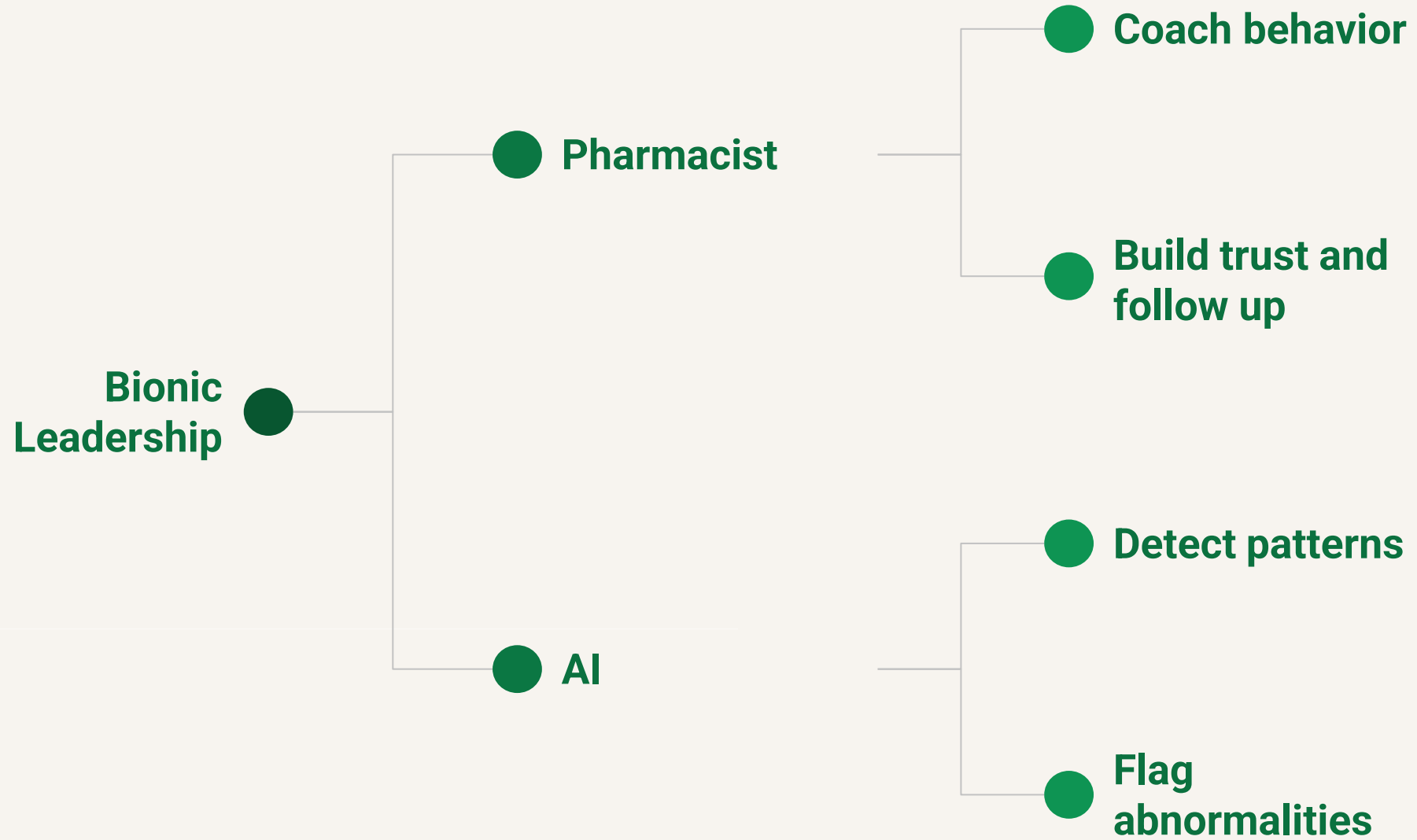
Adapt to life context

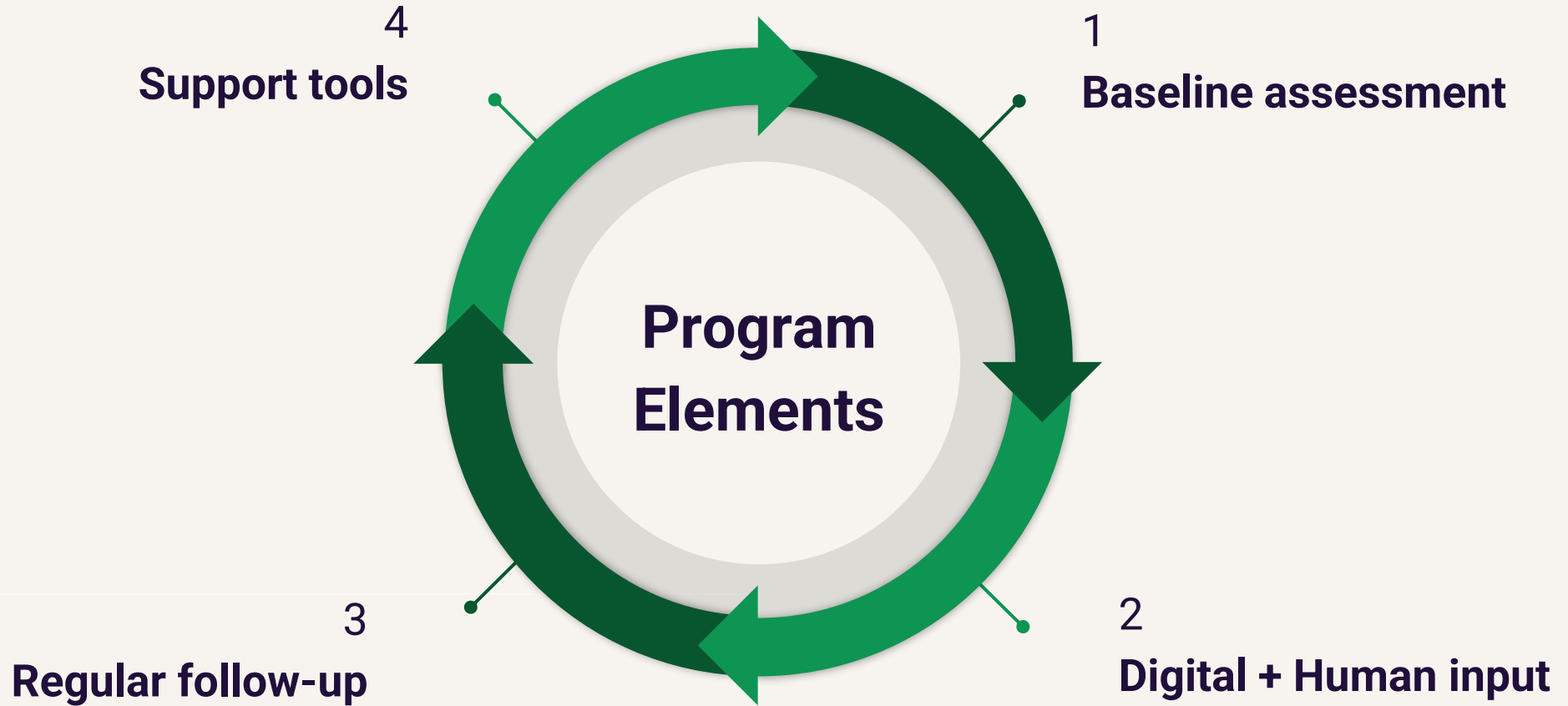


Consulting [@ginakoay1](#) on [#BapakChu's](#) blood test results, medical history, medication, supplement, nutrition and overall physical/mental health.

Connect with people – not just data

Human + AI = Bionic Leadership





Patient's Journey - Pharmacist-led intervention



Case: Lisa Loo

Age: 51

Occupation: HR Manager

Main Complaints for recent month:

- Fatigue after lunch
- Brain fog during meetings
- Occasional faster heart beats
- Waking at 3-4am daily
- Gaining weight despite eating habits, pre-diabetes
- Not on any medications, refuse

Patient's Journey - Pharmacist-led intervention



- AI-powered screening & Smart Tools used
- Signbeat - unstable mood tone
 - Kardia- unstable rhythm
 - CGM - mild blood glucose spikes after rice lunch
 - BP Monitor- borderline BP
 - BioMark Test App- borderline cholesterol
 - Weight , body fat tracking- overweight

Patient's Journey - Pharmacist-led intervention



Interventions

- Switched rice lunch to protein and veggie bowl
- Breathing and grounding practice
- Sleep ritual protocol
- Exercise with brisk walking routine
- Refer to a doctor if not well

Patient's Journey - Pharmacist-led intervention



30-day follow up outcome

- No further irregular heart beat
- Post lunch sugar level reduced
- BP level is stable
- Improved tone, HRV trending is better
- Fatigue improved, sleep stable, no brain fog

Leading in the AI Era

Leadership today = Compassion +
Technology

We lead when we:

Guide AI use ethically

Maintain patient dignity

Empower patients to change

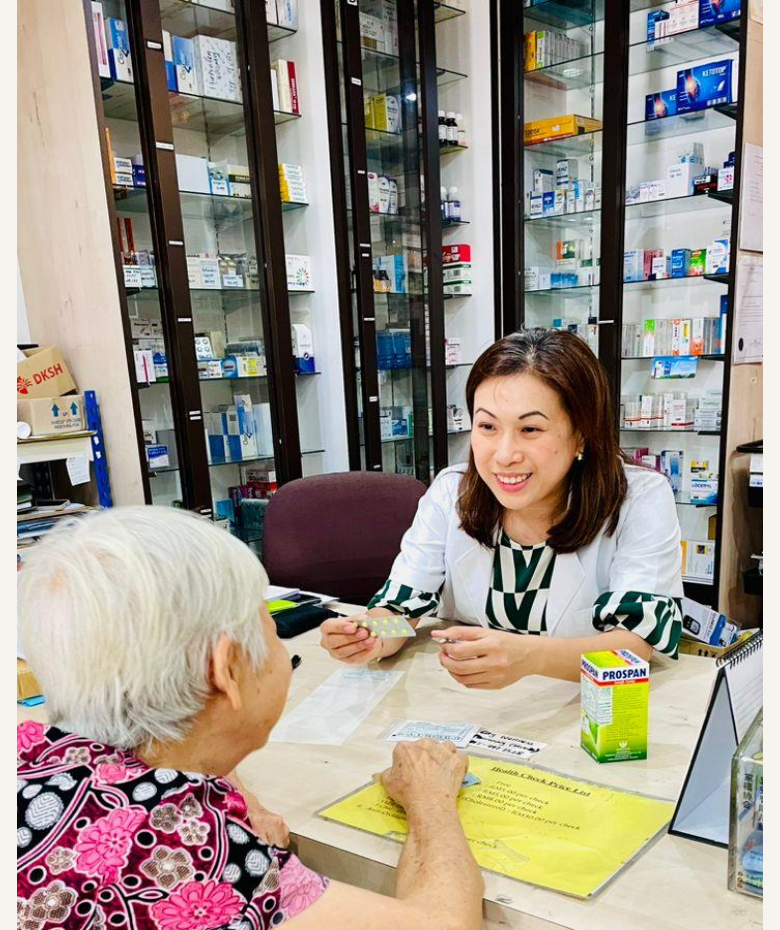
Never lose our human edge



“People don’t care how much you know, until they know how much you care.”

Call to Action

- Embrace AI tools like Signbeat, Kardia
- Start with simple screenings + follow up
- Build own wellness protocol
- Lead with empathy, adaptability and data



Be the pharmacist who transforms your community

Final Quote

**“Technology may empower us,
but is our humanity that heals.”**

-Gina Koay

Let's Connect

LinkedIn: Gina Koay

Website: www.citywellnesspharmacy.com

Email: citywellnesspenang@gmail.com

Contact Number: 012-4100 225

