

Reference:	FOI.21478.26
Subject:	Software systems
Date of Request:	8 August 2026

Requested:

Please could you provide the product name and supplier name for the following software systems currently used by the Health Board/Trust:

- EPR - Electronic Patient Record
- PAS - Patient Administration System
- Integration Engine / Interface Engine
- ePMA - Electronic Prescribing and Medicines Administration
- MIS - Maternity Information System
- LIMS - Laboratory Information Management System
- RIS - Radiology Information System
- PACS - Picture Archiving and Communication System
- Emergency Department / Urgent Care System
- Patient Portal
- Data Warehouse / BI / Analytics Platform
- IAM / SSO - Identity, Access Management and Single Sign-On
- EDMS - Electronic Document Management System
- AVT - Ambient Voice Technology
- Virtual Ward / Remote Patient Monitoring Platform

Please note:

- If any of the above categories are delivered as a module within another system, please provide the parent system name with the label "parent" appended
- If the Health Board/Trust does not have a system for any category currently, please state "not used"
- If the Health Board/Trust has more than one product for a single category please list each supplier name and product name for the category

Response:

Hywel Dda University Health Board provides the information requested within the table below.

Software system	Product name	Supplier
Electronic Patient Record (EPR)	Not used	
Patient Administration System (PAS)	Welsh Patient Administration System (WPAS)	Digital Health and Care Wales (DHCW)
Integration Engine / Interface Engine	Fiorano Rhapsody Mirth	DHCW Computacenter CGI
Electronic Prescribing and Medicines Administration (ePMA)	ePMA	Better Meds
Maternity Information System (MIS)	Badgernet	System C
Laboratory Information Management System (LIMS)	Welsh LIMS -TrakCare Lab Intersystems	DHCW
Radiology Information System (RIS)	RIS - Phillips	DHCW

Picture Archiving and Communication System (PACS)	PACS	DHCW
Emergency Department / Urgent Care System	Module within WPAS	DHCW
Patient Portal	Patient Knows Best	Patient Knows Best
Data Warehouse/ BI/ Analytics Platform	PowerBI Microsoft SQL	DHCW Trustmarque
Identity, Access Management and Single Sign-On (IAM/SSO)	Active Directory Entra ID	DHCW
Electronic Document Management System (EDMS)	CITO	Civica
Ambient Voice Technology (AVT)	Not used	
Virtual Ward / Remote Patient Monitoring Platform	Doccla	NHS Wales Performance and Improvement