

Service Science: The Future of Healthcare

Technological advancements have revolutionized almost every aspect of human life. It was the urge to look for newer service paradigms at International Business Machines (IBM) research facility that led to the establishment of Service Science. It is an emerging field with an interdisciplinary approach. Service science is not a standalone discipline, rather it utilizes the applications of Management Sciences and Engineering. In order to promote innovation to create value for public and patients in case of healthcare, it brings together the components of information technology, strategic management, operations and logistics and social sciences. It can be seen that the e-Health area has natural tendencies towards the application of service science. There are 44.6 million internet users in Pakistan and such strong penetration can be used to develop rigorous e-Health platforms through the implementation of service systems.

The advent of Information and Communication Technologies (ICT) has materialized the availability of health care through great distances. There are certain primary components that are necessary for a modern healthcare system that can ensure client oriented quality of services as well as quality of experience. These components include omnipresence of services, customization services as per individual needs, aggregate understanding of security and comprehension for need of up-gradation of systems and communication technologies. Objectively speaking, these requirements demand the use of new generations of concept in internet architecture. Furthermore futuristic e-Healthcare would also require the implementation of new service oriented architecture and patient oriented service approach.

The time is not far when in Pakistan Healthcare would be available on smart phone applications and just a few taps on the screen away.

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