Emad Kirolos | CPHIMS | ITIL 4 Foundation



Clinical Applications Analyst | Pharmacy Informatics | DHA-Licensed Pharmacist

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PROFESSIONAL SUMMARY

Clinical Applications and Pharmacy Informatics professional and DHA-licensed pharmacist with 16+ years of experience bridging clinical workflows and IT systems. Delivered multiple enterprise EMR (TrakCare) implementations as analyst, technical expert and clinical end user, including 9 go-lives and major upgrades across the full project lifecycle. Led integration projects (BCMA, NPCM, Home Delivery) that cut medication workflow time by 40-50% and reduced medication errors. Supports 7 hospitals and 20+ clinics across Dubai, Al Ain and Abu Dhabi. CPHIMS and ITIL 4 certified, with a patient-safety-first approach and experience with DHA and regulatory compliance.

KEY ACHIEVEMENTS

- **50%+ faster medication workflow:** led BCMA and NPCM integration so doctors, nurses and pharmacists work in one EHR instead of separate ordering, dispensing and administration systems.
- **40% faster Home Delivery:** integrated the EHR with the delivery provider so orders and driver requests flow from one system, ending endless phone calls.
- **Safer medication use:** BCMA and NPCM reduced and prevented medication errors, acting as a patient-safety net across 7 hospitals.
- **9 go-lives and upgrades:** 2 as pharmacist super-user at Mediclinic hospitals, 2 paper-to-EHR transitions, 3 system-to-system migrations and 2 major upgrades, across the full lifecycle.
- **2nd place, Mediclinic Hackathon Middle East (2023):** defined the problem, compared solutions, built a prototype and pitched to management.

CORE SKILLS

- **Clinical Informatics:** EMR/EHR implementation and optimization, TrakCare, CPOE, clinical decision support (CDS), BCMA, medication safety, pharmacy informatics, order sets, clinical questionnaires
- **Project Delivery:** go-live and cut-over planning, back-out planning, UAT, change management, end-user training, post-go-live support, upgrades and migrations
- **Analysis and Systems:** workflow analysis and design, system integration and interfaces, root-cause analysis, vendor management, documentation
- **Tools and Methods:** ITSM (Cherwell, Jira), ITIL 4, Agile, Design Thinking, SQL (foundational)
- **Professional:** stakeholder management, clinical training, prioritization under pressure, cross-functional collaboration

PROFESSIONAL EXPERIENCE

Clinical Application Analyst, ICT Clinical Applications

Mediclinic Middle East | Corporate Office, Dubai, UAE | *October 2021 - Present*

- Support clinicians (physicians, nurses, pharmacists) across 7 hospitals and 20+ clinics in Dubai, Al Ain and Abu Dhabi, training and supporting hundreds of users independently.
- Led end-to-end BCMA and NPCM integration for inpatient and outpatient care (planning, testing, stakeholder engagement, training, go-live and back-out planning, post-go-live support). Clinicians now order, dispense and administer in a single EHR, cutting workflow time by at least 50% and reducing and preventing medication errors.
- Designed and integrated Home Delivery between the EHR and a third-party delivery provider, removing manual phone calls and dual-system entry and reducing turnaround time by 40%.
- Designed pharmacy workflows for controlled and semi-controlled dispensing, including regulator integration for narcotics compliance; reduced outpatient pharmacy waiting times.
- Own the OT, anaesthesia, ICU and Pharmacy modules (clinical and billing); worked on CPOE and clinical decision support, and built medical questionnaires and complex order sets.
- Tested and validated new functionality, ad-hoc requests and upgrades before deployment; took part in major upgrades and system migrations.
- Performed root-cause analysis and escalated to vendors to secure permanent fixes; delivered individual and group training for new EMR users.
- Joined clinical forums to improve system workflows and resolve incidents; traveled between sites to deliver training and on-site support.
- Maintained the TrakCare EMR and optimized workflows to raise user satisfaction.

Pharmacist, EMR TrakCare Super-User

Mediclinic Parkview Hospital | Dubai, UAE | *July 2019 - October 2021*

- Managed inpatient and outpatient dispensing with zero errors using TrakCare clinical review functions.
- Supported 2 EMR go-lives as pharmacist super-user at Mediclinic hospitals (end-user training and go-live support).
- Acted as Facility Super User: resolved medication configuration, dispensing and billing issues for nursing and pharmacy staff.
- Maintained medication master data against First Databank (FDB) and managed the pharmacy formulary workbench; implemented batch tracking, reducing waste from expired medications.
- Handled IV compounding of high-alert medications and created new admixture recipes, guiding physicians on correct EMR ordering.

Pharmacist in Charge

Medicina Group of Pharmacies | Dubai, UAE | *December 2017 - June 2019*

- Delivered pharmacy KPIs and financial targets; managed insurance approvals and DHA compliance.
- Coordinated referrals and workflow with nearby clinics.

Senior Pharmacist and Shift Manager

Saint Mark Hospital | Alexandria, Egypt | *August 2009 - September 2017*

- Supervised retail, inpatient and ICU pharmacies and the medical store; coordinated pharmacists and assistants.
- Implemented stock management software across the main and satellite pharmacies; processed insurance claims.
- Counselled patients on indications, interactions, adverse effects and dosing; trained pharmacy staff, students and healthcare professionals.

SELECTED PROJECTS

- **BCMA and NPCM Integration (inpatient and outpatient):** managed the project from start to finish: requirements, planning, configuration, all levels of testing, stakeholder meetings, training, deployment, go-live plan, back-out plan and post-go-live support. Required heavy planning, testing and configuration across clinical and pharmacy teams.
- **Home Delivery EHR Integration:** doctors and nurses place the order in the EHR and pharmacy sends the request to the delivery company from the same system, removing duplicate entry and manual follow-up (40% time reduction).
- **Controlled and Semi-Controlled Dispensing:** designed workflows and integration with a regulatory partner for controlled, semi-controlled and narcotic medications, supporting compliance and shorter outpatient waiting times.
- **Paper to EHR Transitions (2 go-lives):** change management, training, all levels of testing, dry runs, post-go-live support and enhancements through the full lifecycle.
- **EMR Migrations and Upgrades (3 migrations, 2 major upgrades):** covered pharmacy, OT, ICU and OPD clinical workflows, enhancement documentation and new workflow design.

CERTIFICATIONS AND LICENSURE

- Certified Professional in Healthcare Information and Management Systems (CPHIMS), HIMSS, May 2026
- ITIL 4 Foundation, PeopleCert/AXELOS, February 2026
- Pharmacy Informatics Certificate, ASHP, July 2021
- Agile Software Developer Nanodegree, Udacity, November 2023
- Pharmacist, licensed by the Dubai Health Authority (DHA)

EDUCATION

- Bachelor of Pharmaceutical Sciences (5-year program), Faculty of Pharmacy, Alexandria University, Egypt, 2009

PROFESSIONAL DEVELOPMENT AND RECOGNITION

- Agile Frameworks Fundamentals, Udacity, 2023; Agile Foundations, NASBA, 2023; Design Thinking: Understanding the Process, PMI, 2023
- Update in Therapeutics Review Course, ACCP, 2016 (Phoenix, USA)

LANGUAGES

English (professional; IELTS 7.5), Arabic (native)

REFERENCES

Available upon request.