



Richard Low Sai Yin

Assistant Director, Nursing Services, National Healthcare Group Polyclinics

Innovation Interests:

- AI and Augmented Reality
- Med Tech
- Robotic Process Automation

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Biography

Richard Low is the Assistant Director of Nursing at the National Healthcare Group Polyclinics. His passion lies in process transformation by leveraging on digitalization and AI. He is a member of the Innovation Strategic workgroup and has led multiple groundbreaking projects that revolutionize healthcare delivery in collaboration with external stakeholders. He continues to drive technological advancement through projects focusing on medication adherence, patient empowerment, and robotic process automation across polyclinics. He holds a Bachelor of Health Science in Nursing and a Master of Health Science (Management) from the University of Sydney.

Notable Research/Innovation Awards & Grants from Past 5 Years

Name of Awards & Grants	Year obtained
Excellence in Action Award	2024
Open Gov Asia Awards	2023
NHG Healthcare Innovation Award	2022
The Commendation Medal (Pingat Kepujian)	2020
Enterprise Singapore Enterprise Development Grant	2019

Translating Research/Innovation Into Healthcare

- Channel News Asia's documentary feature on "Becoming Human – AI's Next Evolution Part one: AI & Me": https://youtu.be/bBmt3NzByL0?si=9vMuhBpDRU_EXjQo&t=2551 (1 Jun 2024)

- Frontier Enterprise: <https://www.frontier-enterprise.com/synapxe-singapores-healthtech-agency-details-its-ai-vision/> (27 Feb 2024)
- Healthcare IT news: <https://www.healthcareitnews.com/news/asia/singapore-s-ihis-rebrands-synapxe-announces-new-ai-solutions> (31 Jul 2023)
- Channel News Asia Online: [Singapore's national healthtech agency relaunches as Synapxe](#) (27 Jul 2023)
- Zao Bao News: <https://www.zaobao.com.sg/news/singapore/story20230727-1418175> (27 Jul 2023)
- Feature on OpenGov - SmartVacc Vaccine Management System: [SmartVacc Vaccine Management System – OpenGov Asia](#)
- The Straits Times - New Kallang Polyclinic to empower residents to take charge of their own health: [New Kallang Polyclinic to empower residents to take charge of their own health | The Straits Times](#) (7 May 2022)