

THE N A I O P U L S E

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A PUBLICATION OF THE NATIONAL AI OFFICE, MALAYSIA



About the N A I O Pulse

Welcome to The N A I O Pulse, a living stream of insights from Malaysia's National AI Office (NAIO). Each release captures the heartbeat of artificial-intelligence policy and innovation. Whether you're a policymaker, industry leader, researcher, or simply curious, The N A I O Pulse is your adaptable guide to navigating—and shaping—the next frontier of trustworthy, transformative AI.

INSIGHTS

NATIONAL AI TREND - HEALTH AND AI

AI is transforming healthcare, detecting diseases with specialist-level accuracy and supporting clinicians in patient care. Portable AI tools like handheld ultrasounds and smartphone retinal scanners are bringing advanced diagnostics to rural and underserved communities.



SHARE YOUR VIEWS ON MALAYSIA'S NATIONAL AI ACTION PLAN 2030

Malaysia is shaping its future as an AI Nation, using technology to benefit citizens, drive innovation, and strengthen governance. The draft plan is open for public consultation. Visit ai.gov.my to read it and share your feedback before 30 November 2025. Your input will help guide Malaysia's AI journey.



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NATIONAL AI TREND - HEALTH AND AI

GLOBAL TRENDS

Artificial Intelligence (AI) is transforming healthcare worldwide, enhancing the detection of diseases, the delivery of services, and the operation of health systems. AI-powered diagnostic tools can now identify potential abnormalities in X-rays, CT scans, and MRIs with accuracy comparable to that of medical specialists. These technologies serve as valuable decision-support tools, enabling clinicians to dedicate more time to complex assessments and patient care. AI is also helping to bridge gaps in healthcare access. Portable and affordable innovations, such as handheld ultrasound probes and smartphone-based retinal scanners, are bringing advanced diagnostic capabilities to rural clinics and underserved communities that lack specialist resources.



Through predictive analytics, healthcare providers can identify individuals at high risk of chronic conditions such as diabetes and cardiovascular disease, enabling early intervention and preventive care. At the same time, the increasing use of wearable devices and remote monitoring tools allows for real-time tracking of patients' health, shifting the focus from hospital-based to home-based care.

At a system level, AI is helping hospitals and health networks operate more efficiently, from optimising staff schedules and managing bed capacity to predicting demand and detecting potential supply shortages. To ensure safety and accountability, many countries are introducing regulatory sandboxes and ethical frameworks that allow AI-driven medical solutions to be tested in controlled environments before nationwide deployment. For example, the UK's AI Airlock Governance Board brings together regulators, the National Health Service (NHS), and technical experts to oversee pilot projects and incorporate insights into future regulations.

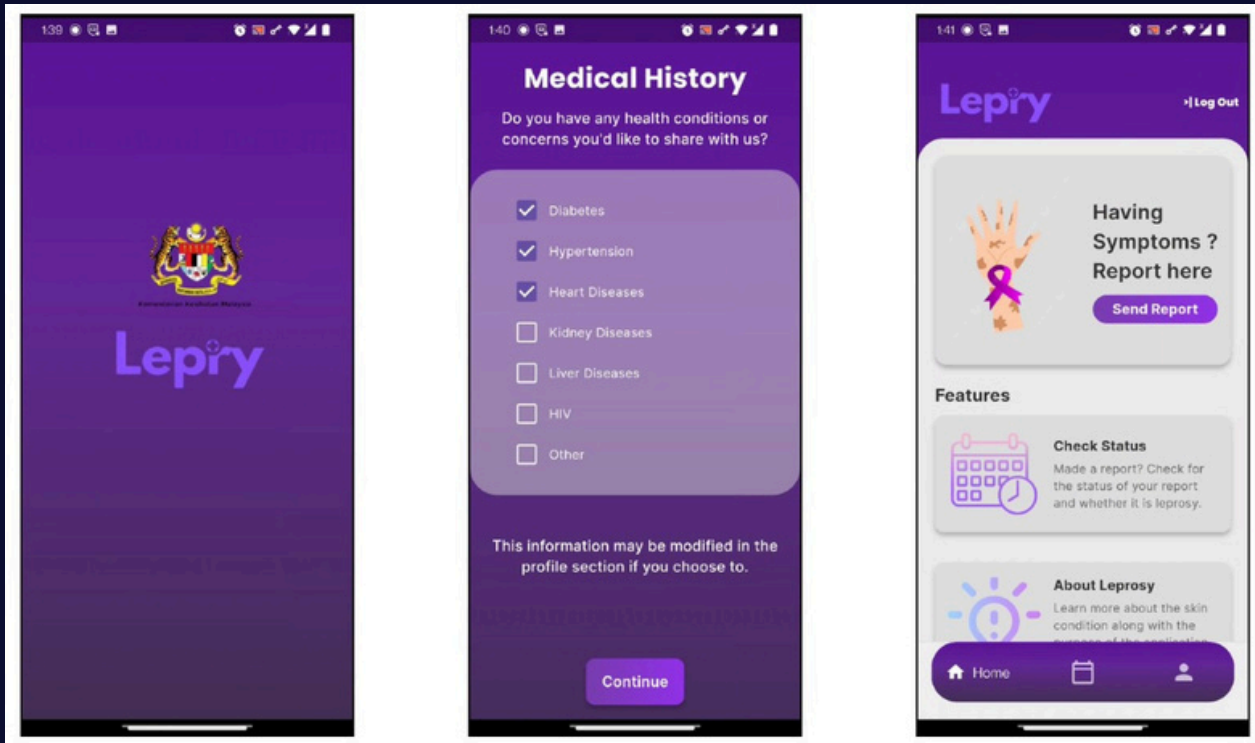
MALAYSIA CURRENT LANDSCAPE



Malaysia has started integrating AI into its healthcare ecosystem, showing promising early outcomes. The Ministry of Health (MOH) has implemented a cloud-based content management system (CCMS) across 156 public health clinics, enabling nearly 70% of patients to receive treatment within 30 minutes. In 2025, MOH also launched a nationwide AI-powered lung cancer screening initiative to expand early detection and improve survival rates. AI applications are being piloted in medical imaging for tuberculosis and cancer diagnostics, demonstrating higher accuracy and greater cost efficiency. Other initiatives in disease prediction and workflow automation highlight AI's potential to ease clinician workloads and enhance care quality.

At the same time, public discussions increasingly stress health equity, where AI can help optimise resource distribution and improve access in underserved rural areas. However, scaling adoption nationwide remains a challenge due to infrastructure gaps, fragmented datasets, and the absence of an integrated hospital information system that connects all facilities across the country.

AI IN HEALTHCARE USE CASE: LEPRE-MY



Leprosy (Hansen's disease) remains a public health concern in Malaysia, despite the country achieving the WHO elimination target (<1 case per 10,000 population) in 1994. Recent outbreaks in Negeri Sembilan involving 9 cases and 1 death highlight the ongoing transmission risks in marginalised communities like the Orang Asli. To curb the outbreak and ongoing risk of transmission, the Ministry of Health (MOH) initiated the LEPRE-MY project to create the mobile screening solution with image analysis and neural network AI model.

LEPRE-MY is an AI mobile screening solution for rapid detection of leprosy infection through skin lesion images. Our AI model has achieved 85% accuracy in identifying leprosy skin lesions from other types of skin lesions. The entire system consists of a trained AI model, mobile application, and web dashboard application.

LEPRE-MY was one of the use cases showcased by the Ministry of Health during the ASEAN AI Malaysia Summit 2025.

AI AND MENTAL HEALTH IN ASEAN: BRIDGING TECHNOLOGY AND HUMANITY

“AI should not replace empathy—it should help us deliver it better.”



BY:

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*Dr Hariyati served as a panelist during the Fireside Chat session at the ASEAN AI
Malaysia Summit 2025 in August.*

AI AND MENTAL HEALTH IN ASEAN: BRIDGING GAPS WITH COMPASSION AND INNOVATION

Mental health challenges remain a significant concern across ASEAN countries, where stigma and limited access to mental health professionals often prevent people from seeking help. However, a new era is emerging: AI-powered digital platforms are changing the landscape of mental health care, making support more accessible, personalised, and timely than ever before.

BREAKING BARRIERS: ACCESS AND ANONYMITY

In many communities, concerns about stigma or lack of nearby services keep those in need from reaching out. AI-based apps, online self-screening tools, and chatbots provide anonymous, low-cost, and round-the-clock support. These tools offer a safe first step for individuals hesitating to engage with traditional care, effectively bridging geographical and social divides. For remote or underserved populations, this means access to mental health resources that were previously out of reach.

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WORKPLACE WELL-BEING: A NEW AI ALLY

Mental health at work is also receiving a boost through AI. Sentiment analysis of anonymised employee surveys can reveal early signs of stress or low morale. AI chatbots provide confidential, 24/7 emotional support to help employees manage everyday challenges. Predictive analytics enable leaders to spot distress and burnout risks by analysing absenteeism or workload, allowing for proactive steps to mitigate workplace crises and promote healthier work cultures.

KEEPING EMPATHY AT THE CORE

Despite AI's impressive capabilities, the heart of mental health care remains human connection. AI is designed to amplify compassion, not automate it. By automating repetitive or data-heavy tasks, it frees counsellors, psychologists, and caregivers to focus on empathetic engagement. The best programs marry technology with human care, ensuring that every interaction honours dignity and understanding.

ETHICS, PRIVACY, AND TRUST: PILLARS OF RESPONSIBLE AI

Introducing AI into mental health care requires more than innovation; it demands ethical rigour and strict data protection. Systems must comply with frameworks such as Malaysia's Personal Data Protection Act (PDPA) and the EU's GDPR, ensuring informed consent and transparent data use. Security measures like encryption and anonymisation protect sensitive information. Importantly, AI algorithms should be explainable and overseen by qualified professionals to maintain fairness and psychological safety.

AI AND MENTAL HEALTH IN ASEAN: BRIDGING TECHNOLOGY AND HUMANITY

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LOCAL ROOTS, REGIONAL IMPACT

AI solutions in ASEAN are most effective when adapted to indigenised contexts, such as local languages, cultural nuances, and community values. This regional grounding makes digital mental health care more inclusive and culturally respectful, ultimately supporting a future where technology and tradition work hand in hand.

LOOKING AHEAD: AI-ASSISTED, HUMAN COMPASSION-LED

The promise of AI in mental health care is not to replace professionals but to extend their reach and enhance their effectiveness. Together, AI, mental health professionals and those with lived experiences can build systems that detect distress earlier, tailor interventions more precisely, and respond with greater speed, while always keeping empathy and compassion at the centre.

The future of mental health in ASEAN, including Malaysia, is bright and hopeful: it may well be AI-assisted but fundamentally led by human empathy and compassion.

FOR FUTURE CONTRIBUTORS

The views, analyses, and opinions presented in in this article are solely those of the author. They do not represent the official stance, policy direction, or endorsement of the National AI Office (NAIO) or the Ministry of Digital Malaysia.

NAIO UPDATES



GLOBAL HIGHER EDUCATION FORUM 2025

The National AI Office (NAIO) was honoured to participate as an exhibitor at the Global Higher Education Forum (GHEF) 2025, hosted by Universiti Sains Malaysia (USM). The event gathered academia, policymakers, industry players, and students to explore forward-looking strategies for the future of higher education.

At our booth, NAIO showcased Malaysia's whole-of-nation approach to advancing artificial intelligence (AI) and its role in shaping the country's education and innovation landscape.

AI for Higher Education: We engaged with students and educators on how AI can enhance learning experiences, drive academic research, and prepare graduates for emerging digital careers.

The forum's emphasis on "Empowering Higher Education for a Sustainable Future" resonated deeply with NAIO's mission to promote inclusive and human-centred AI adoption. Our discussions with students underscored the importance of building awareness, trust, and readiness among the next generation to harness AI responsibly.

NAIO UPDATES

MARINEHACK 2025 FINAL EVENT

En. Shamsul Izhan Majid, Head, National AI Office (NAIO), has been invited to deliver the Keynote Address at the MarineHack 2025 Final Event, scheduled for Saturday, 16 November 2025, at the UMS Labuan International Campus.

The invitation, extended on behalf of PinC Technology Sdn Bhd and Universiti Malaysia Sabah (UMS) Labuan Campus, acknowledges NAIO's pivotal role as one of the Supporting Organisations for MarineHack 2025.

The programme brings together over 130 students from institutions of higher learning, alongside government and industry stakeholders, to advance AI-driven maritime innovation in line with Malaysia's National AI Roadmap and the UN Sustainable Development Goals (SDG 9 & 14).



NAIO UPDATES



NATIONAL AI OFFICE SHOWCASES AI LITERACY AND CREATIVITY IN MELAKA

The National AI Office (NAIO), under the Ministry of Digital, recently concluded its participation in Programme MADANI Rakyat. On 17-18 October, the team engaged with thousands at the STEM/AI booth in Politeknik Merlimau, Melaka, to demystify artificial intelligence and demonstrate its transformative benefits for Malaysia.

The Performance Acceleration Coordination Unit (PACU) of the Prime Minister's Department organises Programme MADANI Rakyat to bring government initiatives closer to the people. This year, the Ministry of Digital (KD) led the STEM/AI segment, supporting the national goal of strengthening digital literacy.

As a key agency under the Ministry of Digital, NAIO played a central role by making its booth an engaging and accessible space for visitors of all ages. The team distributed AI-generated stickers to spark conversations and show practical, creative uses of AI. They also held "Ask about AI" sessions that encouraged open discussions, helping clarify misconceptions and strengthen public confidence in AI technologies.

NAIO UPDATES



Circulation for Feedback

MALAYSIA

National Artificial Intelligence (AI) Action Plan 2030

Towards AI Nation aspiration

[Click Here](#) to View the Flipbook of the National AI Action Plan 2030

Disclaimer

This draft of Malaysia's National AI Action Plan 2030 is circulated for consultation and feedback purposes only. It represents a preliminary framework developed through extensive engagements with multiple stakeholders. Please note that certain sections and contents within this Action Plan are subject to further review, refinement, and validation.

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SHAPING THE FUTURE: MALAYSIA'S AI ACTION PLAN 2030

Share Your Views on Malaysia's National AI Action Plan 2030

https://docs.google.com/forms/d/e/1FAIpQLSeyl1C5NGU-NpuEG8SZCc-6IVDl1zOyaRA7MF87IvYYvZ_QVQ/viewform?usp=header

Malaysia is advancing towards becoming an AI Nation, where technology benefits citizens, encourages innovation, and strengthens governance. We want all Malaysians to share their thoughts. Your feedback will help shape the plan and guide Malaysia's AI future.

The draft plan is open for public consultation. Visit ai.gov.my to read it and share your feedback before 30 November 2025.

Let's work together to build a future where AI benefits everyone.

Call for contributors

NAIO is looking for writers to contribute to the conversation on AI through this publication.

Authors who are interested in submitting an article for the NAIO Pulse should send a title and short summary to the "Editorial Office" (contact us@ai.gov.my) outlining the scope of their proposed article and accompanied by a short profile of the writer.

Accepted proposals will be notified *via* email with submission guidelines attached. Topics should be within the scope of the NAIO Pulse's coverage and address current issues.



Thank you for being a valued part of the NAIO Community. If you have any question or feedback, please do not hesitate to reach out to (contactus@ai.gov.my)

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