



Singapore Healthcare Management 2018



Changi General Hospital
SingHealth

Improving staff productivity for appointment reminder management

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Background

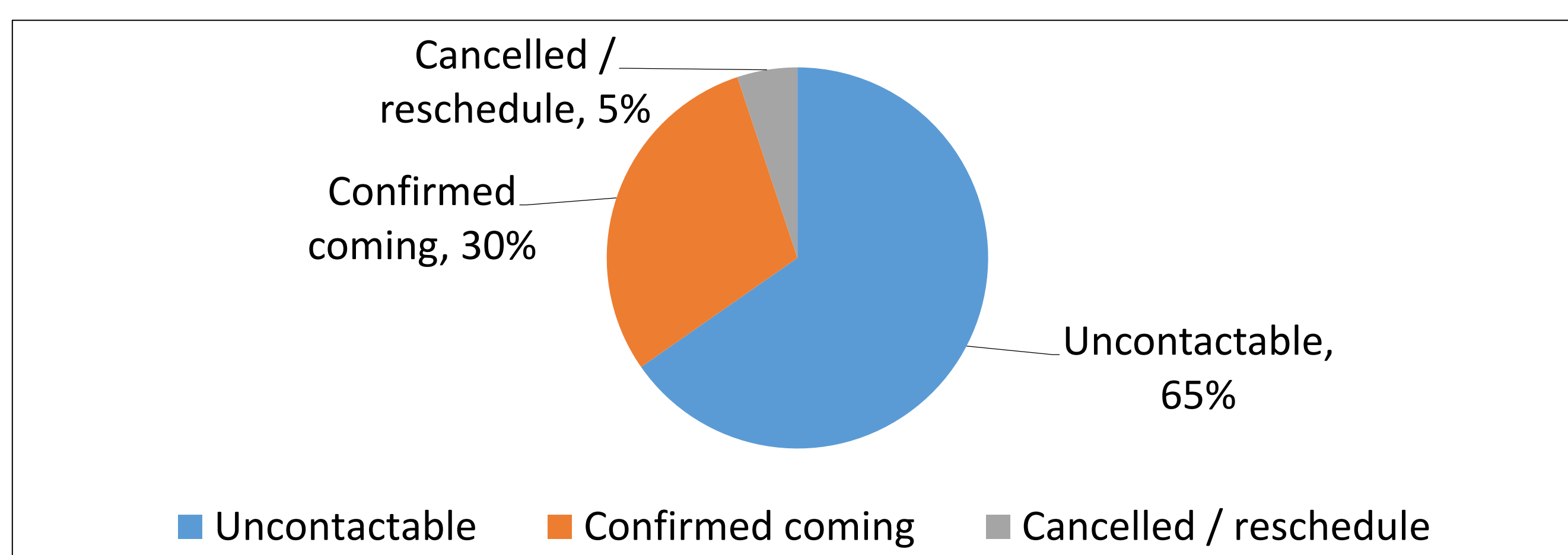
A group of backroom staff (Session Ops team) were calling New Case patients 3 working days before appt date for these specialties :

1. Cardiovascular Medicine
2. Eye
3. Gastroenterology
4. Neurology
5. Orthopaedics Surgery
6. Urology

These disciplines were included due to longer lead time.

Problem statement & motivation

- Inefficient Process: Process was inefficient as 65% patients were not contactable. Only 30% patients confirmed appointments and only 5% of the unused slots can be freed up for other patients.



- Patients feedback: As patients have already received SMS reminder 5 days before the appointment date and they were unhappy to receive another call from us to remind them on the same appointment information. In addition, patients were more upset if they received another call reminder on appointment date change, which occurred due to short notice absences by attending doctors.
- Potential savings: A daily average of 12 man hours spent on calling 211 patients can be deployed for other purposes.
- No improvement shown: There was no significant improvement shown in performing such call reminders with an average No Show rate for new cases for all specialties at 24%.

Methodology

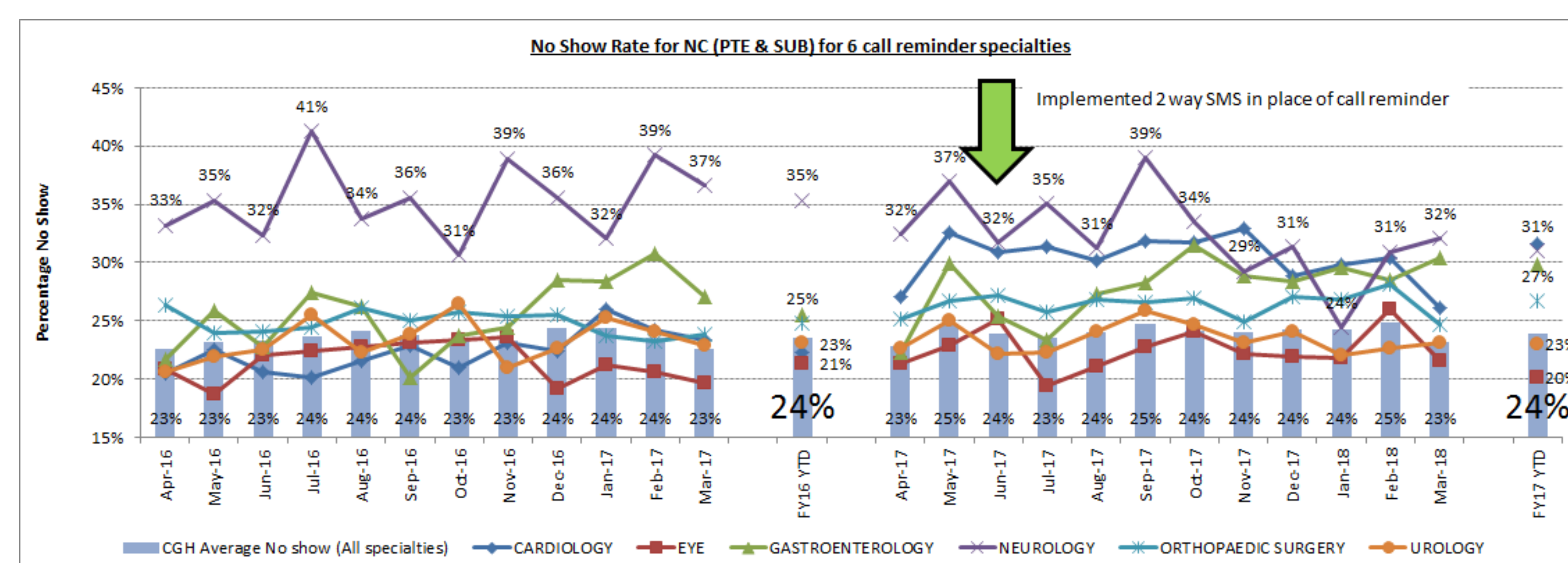
- Using the 2 way SMS feature in OAS, OAS send out a appointment reminder 5 days before appointment date and allow patients to cancel their appointment if they do not wish to come for their appointment.
- System will respond with an acknowledgement that appointment has been cancelled as per patient's request.

An example of 2 way sms reminder and how patient cancel their appointment by simply replying to our sms.

Message	Type	Clinic
CGH reminds of appt on 14-Feb-2018(WEDNESDAY) at 09:15 AM in Clinic B - Level 2 with DERM REG 1. Pls come at 09:15 AM. If you have fever/flu, pls see a GP.	Appointment Reminder	Clinic B - Level 2
View or Change your SOC appt online at www.singhealth.com.sg/appointments OR use HEALTH BUDDY mobile app. To cancel this appt pls reply 9. For assistance, pls call 68503333. Thank you.		
9	Appointment Reminder	Clinic B - Level 2
Your CGH appt on 14-Feb-2018 (WEDNESDAY) at 09:15 AM in Clinic B - Level 2 with DERM REG 1 has been cancelled as requested.	Cancel Acknowledgement	

Results

- No significant change in no show rate between a call reminder to patient or a 2 way SMS reminder.
- Manpower saving: 12 man hour saving was achieved.



Related works

- 2 way SMS reminder was piloted for 6 specialties initially and was later implemented for all new cases in different specialties with effect from 11Sep17.

Conclusion & future works

Even though the 2 way SMS reminder did not contribute to a reduction in No Show rate, it had contributed to manpower saving, more effective communications with patients as well as improvement in productivity as patients have another alternative to cancel their appointment at their convenience by replying to our sms.