



# Minimizing disruption in ENT clinic for returned patients after completing hearing test

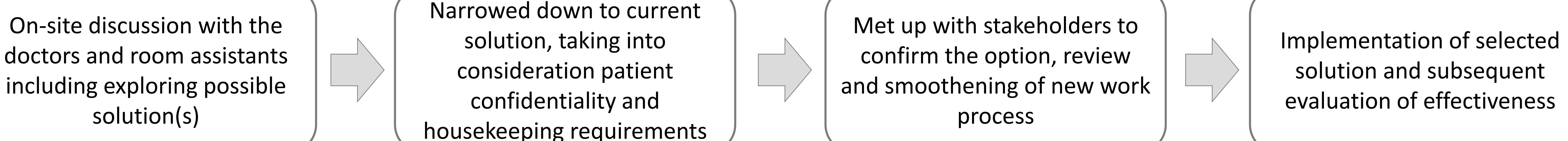
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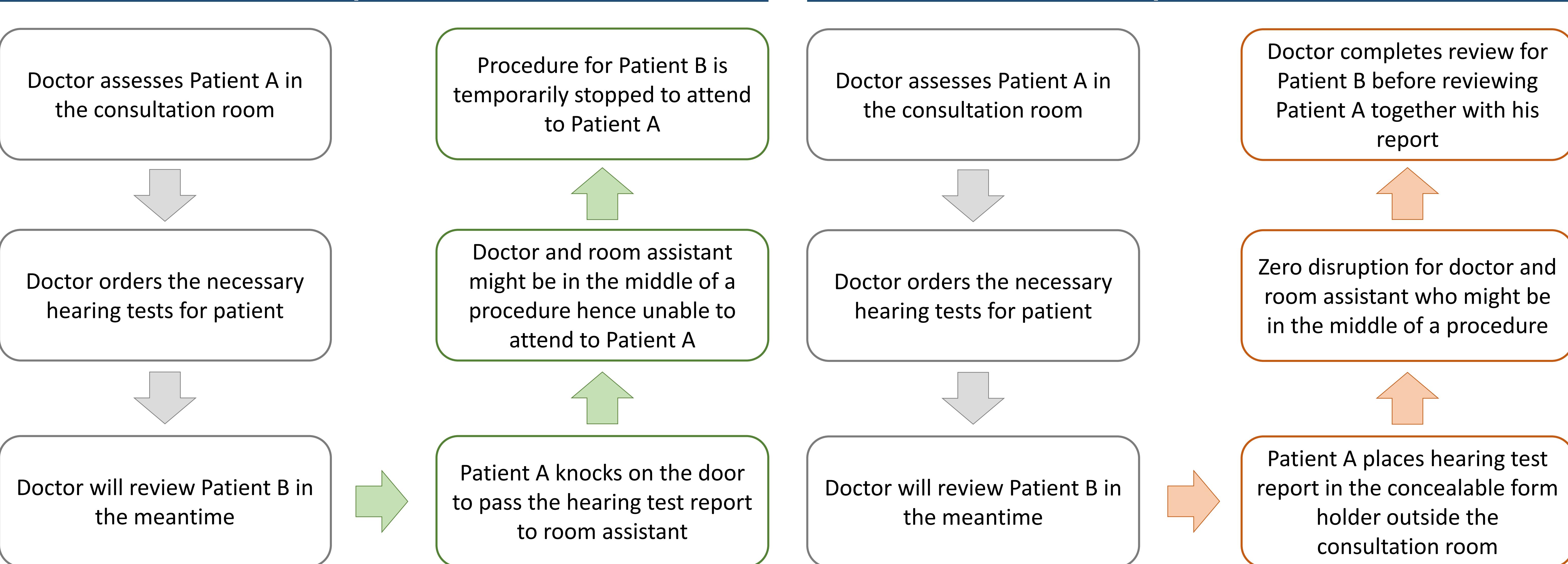
## Background

At SGH Specialist Outpatient Clinic (SOC) Ear Nose Throat (ENT) Centre, we often have patients who require specialists' attention regarding hearing loss and vertigo. As part of the doctor's diagnosis, patients are required to undergo comprehensive audiological evaluation and vestibular function tests conducted by audiologists. More often than not, the doctors who are seeing patients in the consultation room are disrupted by returning patients from the hearing test.

## How we do it?



## Before Implementation



## Results

### 1. Improved stakeholders' satisfaction

- Room assistants and doctors are able to focus with less external disruptions

### 2. Improved patients' experience

- Patient A has the assurance that his report will be retrieved for the doctor to review
- Full attention can be given to Patient B by the doctor and room assistant, without any unnecessary delays

## Conclusion

It is essential to constantly review our processes and work with our doctors and stakeholders to improve work processes and enhance patients' experience. This implementation has benefitted both the doctors and room assistants as they are able to focus and attend to the patients in the consultation room without being interrupted. The patients who return from the hearing test are aware that the room assistants will retrieve the report for the doctor to review and will be attended to subsequently.