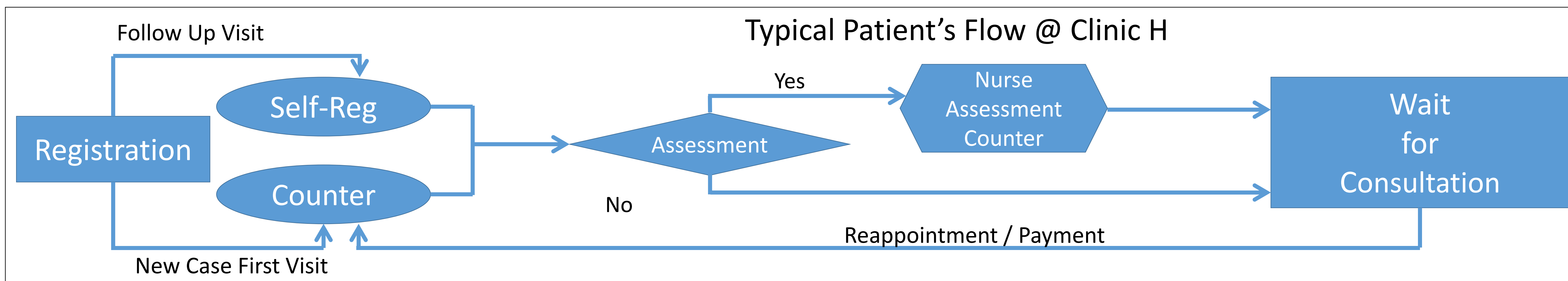
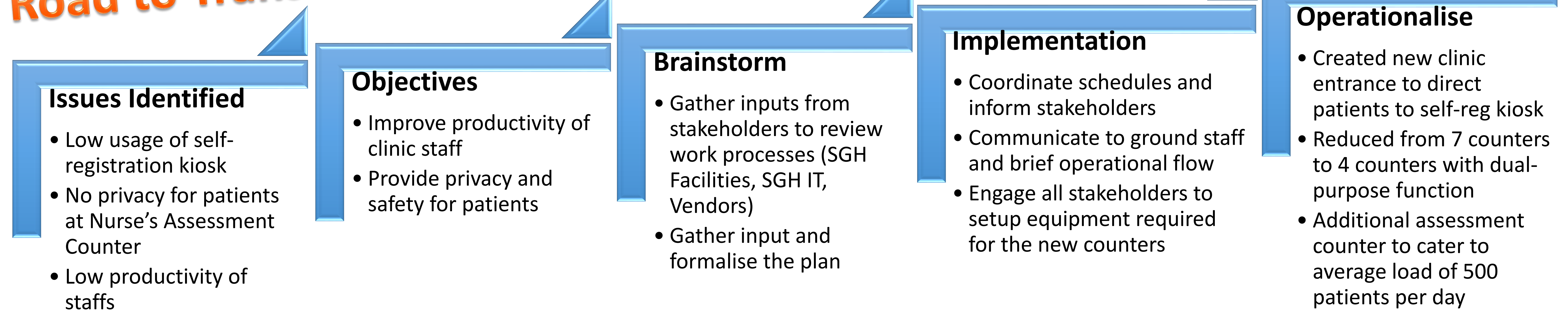




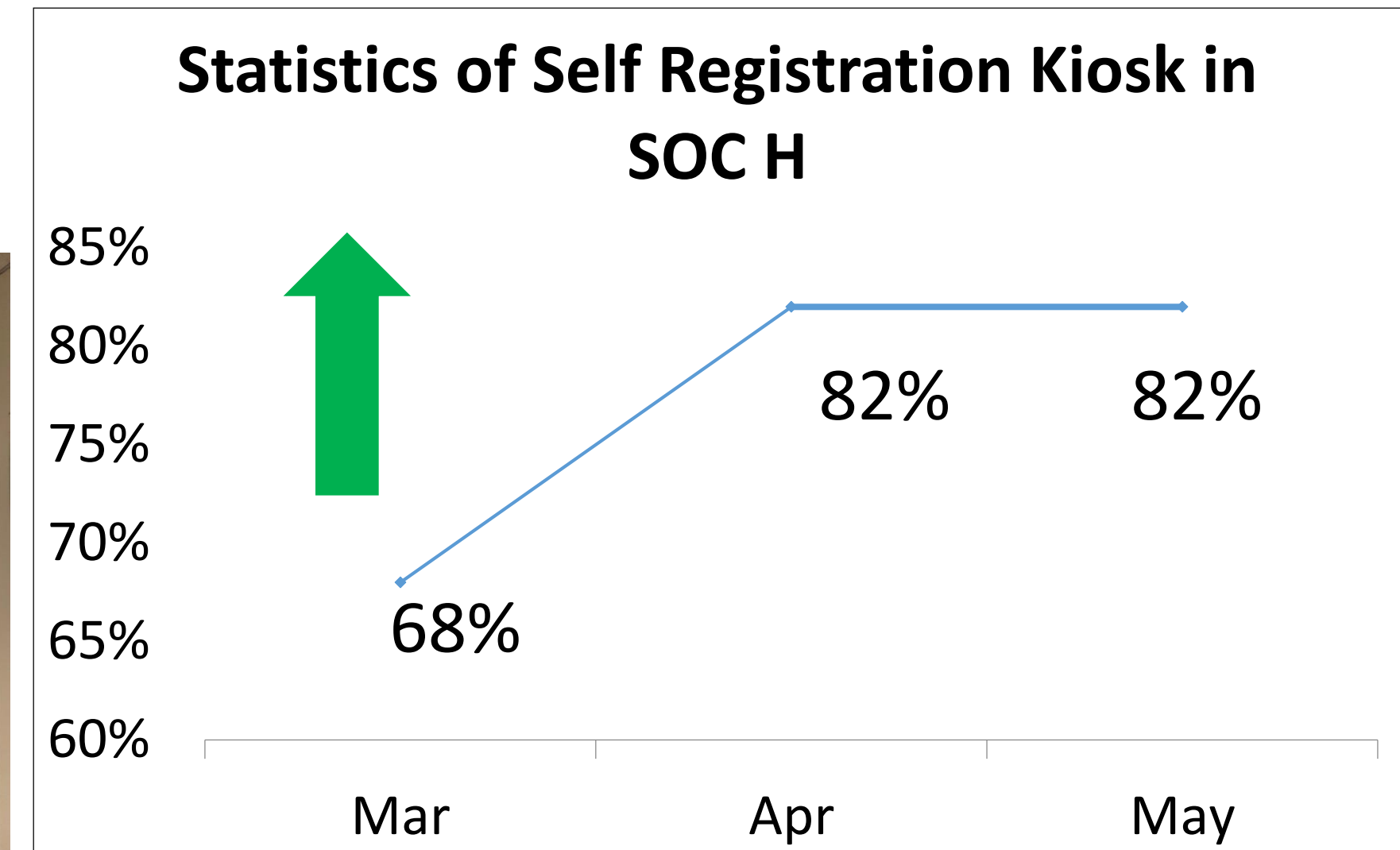
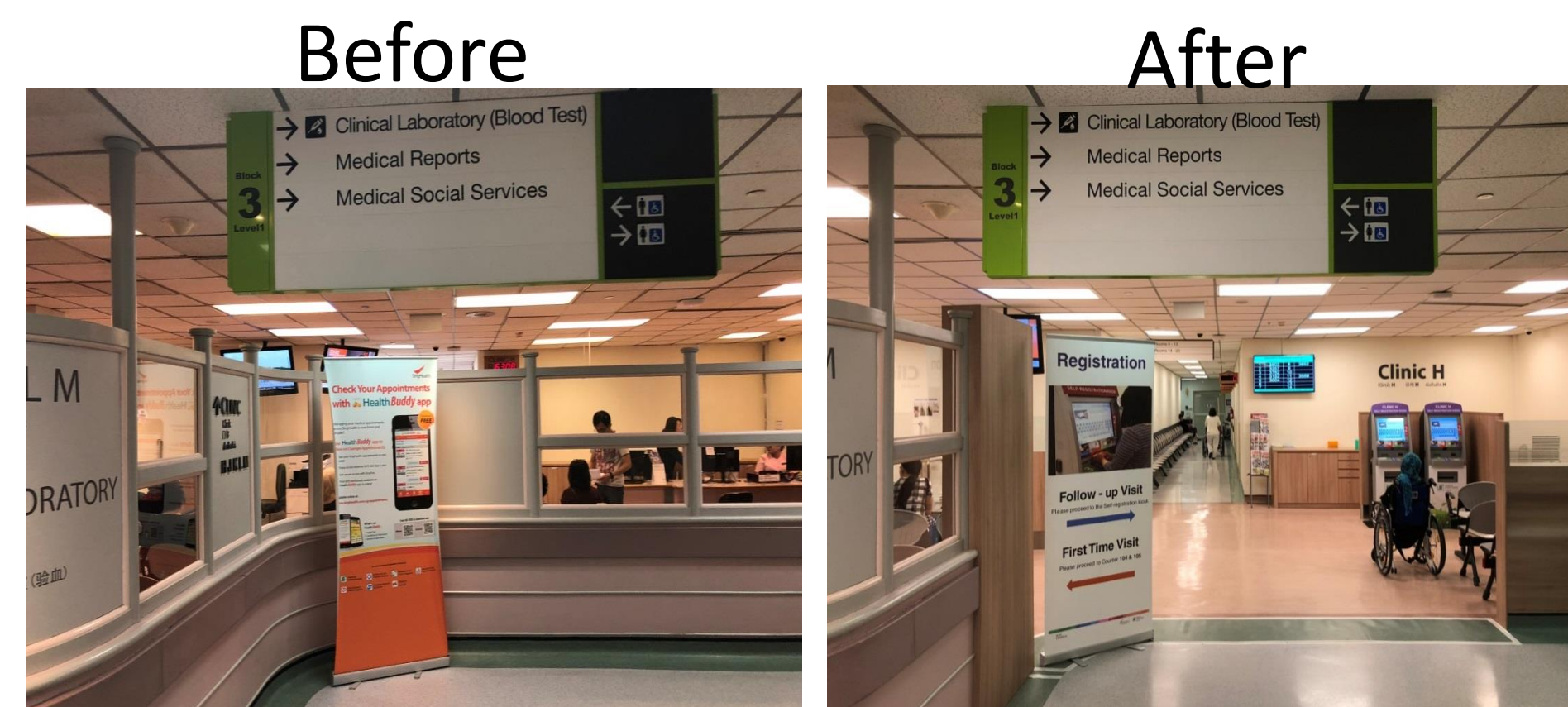
## Road to Transformation



## Background

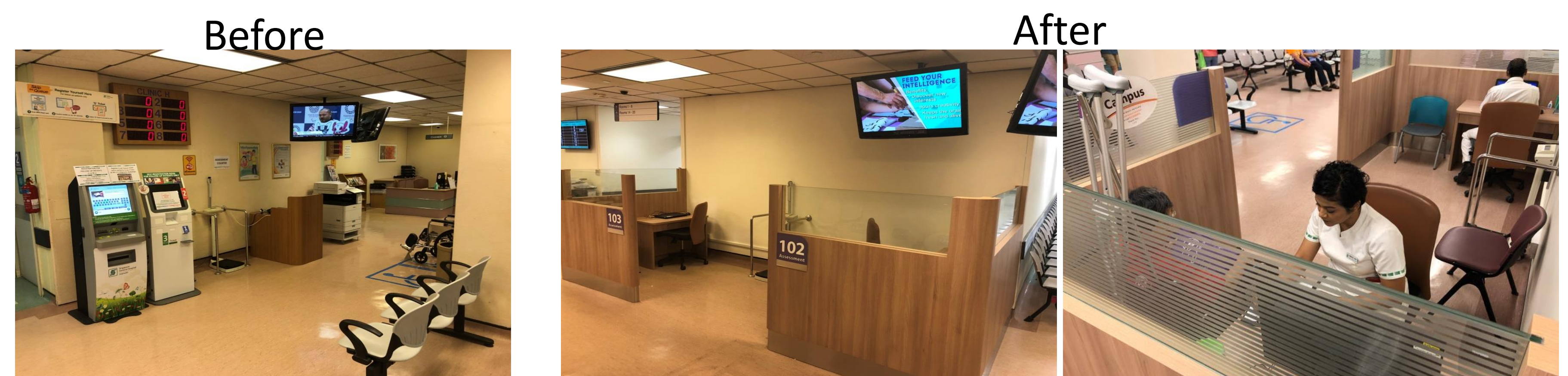
- 1) Patient's flow at SOC H not optimised
- 2) Low take up rate of Self Registration Kiosk for Follow Up Patients
- 3) Assessment counter setup not able to support SOC H operations
- 4) Outdated counter design

## Self-Registration Kiosk



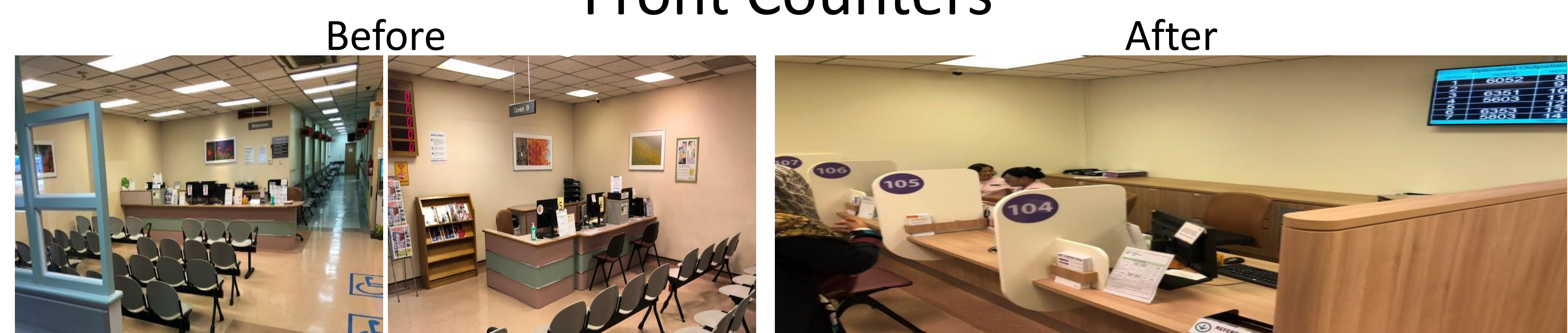
- New clinic entrance to direct Follow Up Patient to Self-Registration Kiosk
- **Significant increase in Self-Registration Kiosk take-up rate from Mar 18**

## Assessment Counters



- Additional Assessment Counter to cater to > 250 patients per session
- Privacy and wheelchair space allocated

## Front Counters



- Transform operational workflow from 7 counters to 4 **Multi-Purpose Counters (Registration, Appointment & Payment)**
- Improved **Staff Productivity** for counter operations serving 500 patients per day

## Key Success Factors



## Conclusion

The change in the operational mind set enables the clinic team to think out of the box to redesign workflow and enhance patient's experience. The collaboration between various departments (Orthopaedic Department, Facilities Department, SGH IT Department, Telecommunications Department) played an important factor to ensure a smooth transition of the implementation. Time spent communicating with the users and the clinic team is essential to build trust and confidence in the new workflow. Sharing the success in the implementation is important to motivate the clinic team to accept changes positively and embrace new ideas. This transformation streamlined processes with positive results, and it will become a model for further refurbishment.