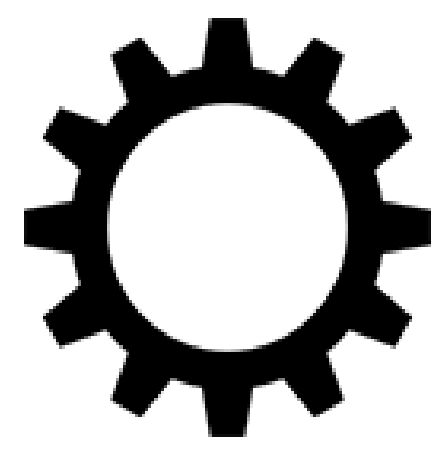




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Management of Special Outpatient Appointment requested by Doctors @ SOC A and ENT Centre

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Introduction

Frequently, our doctors will make special arrangement to see their patients even they do not have any clinic session on that day. These patients may be urgent cases “forced-in” after surgery or gesture of good will arrangement. The clinic staff feedback about the difficulties and concerns they encountered when the doctor turned up unexpectedly to request for a consult room and patient enquiring about the special clinic session arrangement.



METHODOLOGY



- ⚠ Reviewed the current workflow & discussed with stakeholders to design the process.
- ⚠ New workflow was communicated to all staff, including doctors.
- ⚠ Organised feedback sessions to review the effectiveness of the new process.
- ⚠ Shared the new process to other clinics at various platform for learning and application if suitable.



Doctor inform clinic staff / dept staff about the special arrangement via email



Clinic staff / dept staff to inform SOC resource staff



Resource staff to check for room availability and book appointment in OAS within 1 working day

- Advise doctor on the clinic location
- SMS appointment details to patient

OBJECTIVE

- 1 To allow the clinic to be prepared for adhoc / special clinic session & allow patients to register via *Self-Registration Kiosk*.
- 2 To shorten the processing time to allocate clinic resource for special arranged clinic session @ SOC A & ENT Centre.
- 3 To improve patient’s flow for special arranged clinic and enhance patient’s experience.

RESULTS



ELIMINATE manual recording

- Clinic staff do not need to maintain a manual book to record these appointments.



IMPROVE patients’ experience

- Patients are able to register using *Self-Registration Kiosk* for their appointment.
- Patients are able to receive SMS notification for their appointment.



IMPROVE staffs’ satisfaction

- Doctors are aware which consult room to see their patients.
- Clinic Staff are not interrupted.

Conclusion

Continuous improvement in our processes is critical to keep up with time in order to meet the expectation of our patients, staff and stakeholders. This workflow has been shared and will be implemented to the rest of the SOC's.

