



# Alternative Payment Option at Specialist Outpatient Clinics

## INTRODUCTION

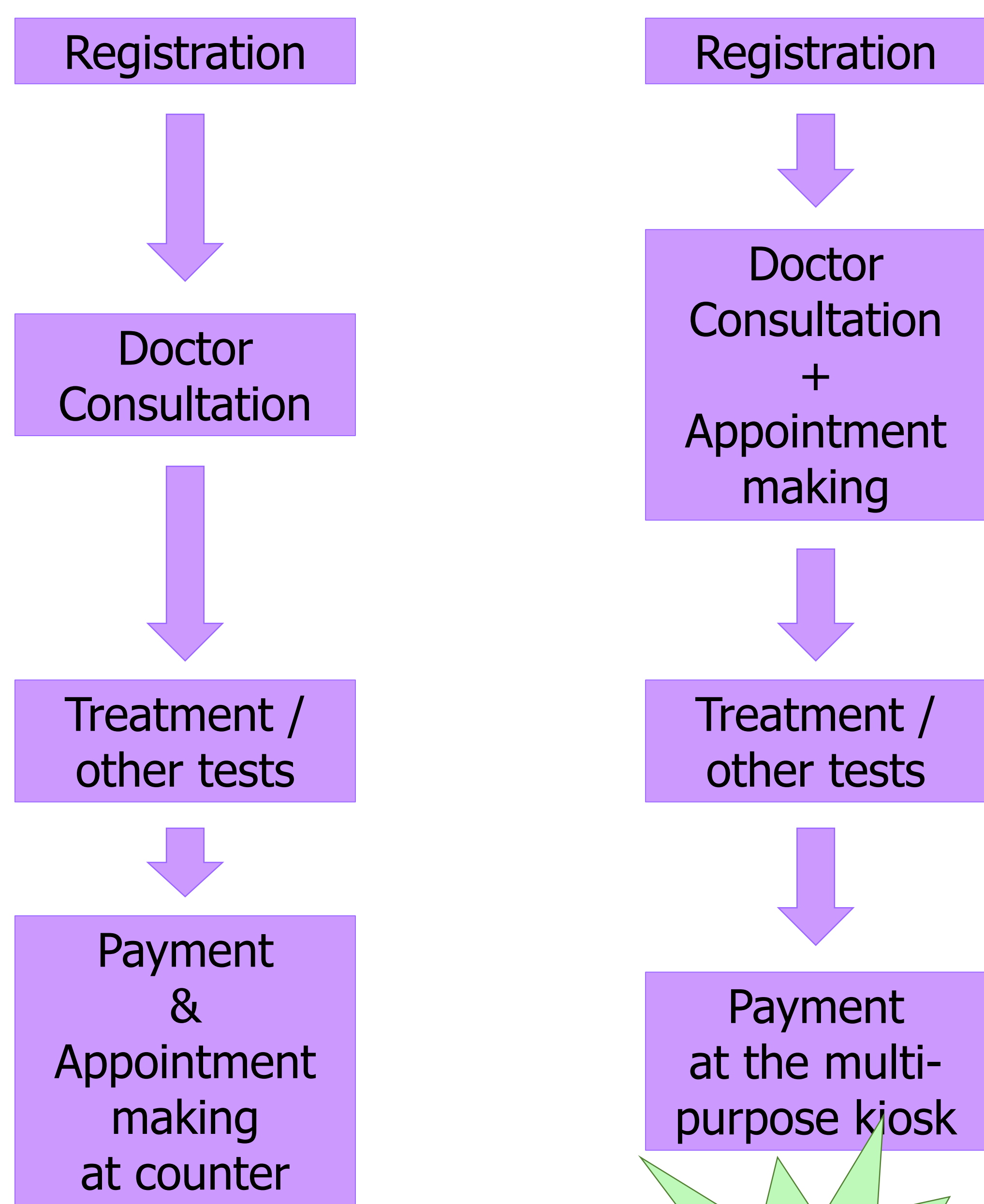
With the shrinking manpower supply, there is a need for healthcare institutions to leverage on IT-based services as an avenue to increase productivity, especially when tasks can be systematized.

## OBJECTIVES

- Empower patients to self-help at the kiosks
- Reduce the queue at payment counter
- Quicker patients' turnaround time in the hospital
- Favorable patient experience
- Higher job satisfaction for staff

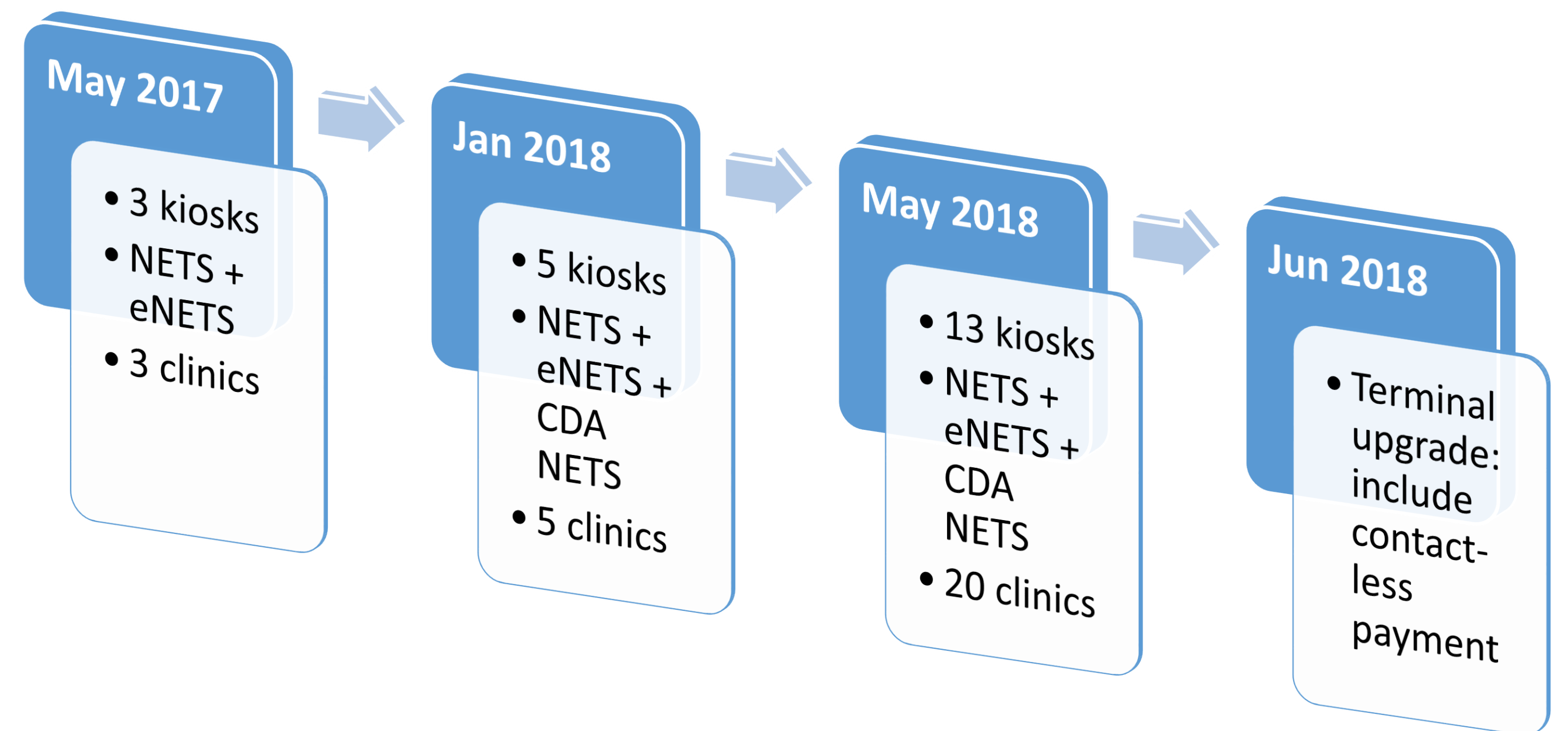
## METHODOLOGY

### Current Process      New Process



Staff book the follow-up appointment in the consultation rooms and all charges are keyed in when additional tests are being performed.

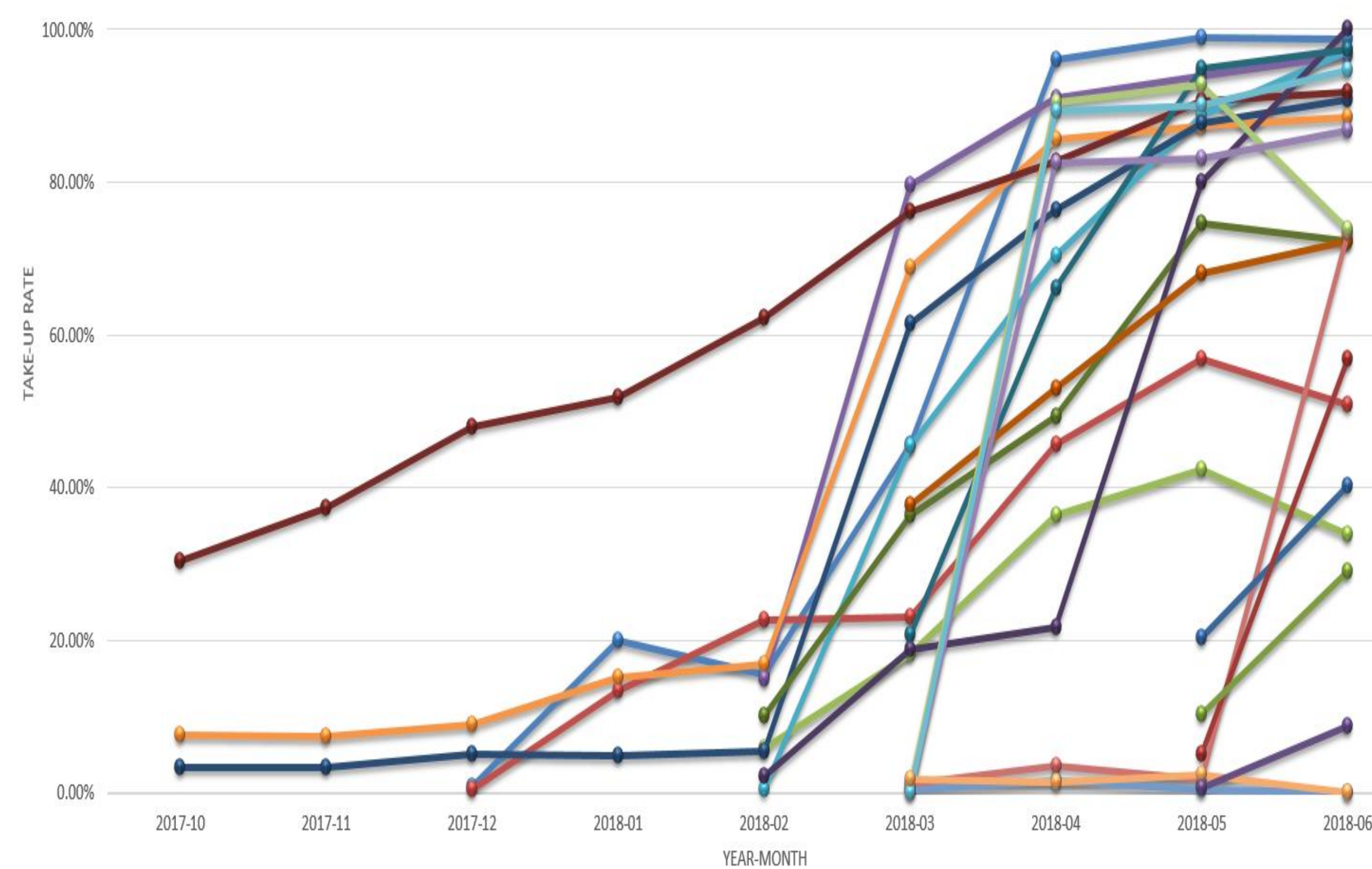
## MILESTONE



## RESULTS

Measured unit is the percentage of transaction at the kiosk against the total allowable transaction at the clinic location.

Past few months have seen dramatic expansion in terms of clinics involved and the take-up rate. In June 2018, hospital-wide take-up rate stands at 71%.



## CONCLUSION

With the kiosks taking away at least two-thirds of the crowd waiting at the counter, patients can complete their hospital visit quicker and some pressure for the staff is relieved. As a result, staff are able to give better personal care for the patients.