**Background**

Business Office processes an average of 14,000 inpatient bills per month:

1. Bills are sorted and checked for correctness and accuracy.
2. Bill sets are stapled, collated and manually-folded or single-handedly fed into an inserter machine to be enveloped.
3. Single-handedly fed into an inserter machine to be enveloped.
4. Error in inserting or stapling wrong patients’ bills in envelopes occurs when human fatigue sets in.

**Methodology**

The billing systems generate patients’ bills in PDF format and send them to a Web-Based Intuitive Multichannel Communications Management Software.

The software sorts and collates documents to avoid sending multiple items to the same recipient. It embeds a 2D code on the output documents to be read by the envelope inserter. Users can also personalize documents and deliver them to the right person, at the right time via their preferred channel.

2D code is printed on each bill.

Bills are then loaded onto the folding / inserting machine that has an optional scanner to read the 2D codes printed on these bills. This allows us to efficiently process multi-page invoices.

**Results**

Data Confidentiality

Extended the mailings to other departments

Manpower

Scalable

COST SAVINGS

Cost

**Conclusion**

The project is highly successful as it achieve the targeted KPIs. It has met the objectives and met PDPA compliance; with a faster turnaround for patients to receive their bills within 3 days.

The time taken to envelope the bills is also significantly reduced by 72 hours per month, thus maximizing overall productivity and efficiency.