Introduction

Arisng from the re-clustering of the public healthcare institutions, SHP staff in Queenstown (QT) Polyclinic and Geylang (GL) Polyclinic were slated for transfer to NHGP / NHG Pharmacy / NHG Diagnostic / NUP (named as Entry Clusters) wef 1 Jan 2018. As there was no system interface between the medical bill processing systems across clusters, staff in these 2 polyclinics were concerned that they would need to pay cash upfront when they or their dependents seek medical treatment at SingHealth institutions in future upon joining the Entry Clusters. About 40% of the staff in GL and QT Polyclinics had been seeking medical treatment in SingHealth Specialist Outpatient Clinics (SOCs).

Objectives

- Facilitate seamless staff transfer to the Entry Cluster (NHGP & NUP) so as to ensure continued quality patient care
- Reduce errors and minimize outstanding bills

Methodology

SingHealth Polyclinics (SHP), NHGP, NUP, MOH and IHiS collaborated to explore the feasibility of a cashless arrangement

Supported By:
SingHealth Institutions’ CFO, COO and representatives from the Operations Departments

Outcome of win-win approach and collaborative partnership: An online patient validation at frontline registration cum cashless arrangement

Workflow wef Aug 2018

Visit To SHS SOC

No cash payment at SOC

Payment

- Pay via salary deduction
- Deduct staff’s share from their payroll

Visit SHS SOC with Identity Card (e.g. NRIC), and that OAS stores Payment for NHGP/NUP

Check Identity Card (e.g. NRIC), and OAS stores Payment for NHGP/NUP

SHP GL and QT staff accepted employment offers from Entry Clusters

GL or QT: For other GL & QT staff within respective polyclinics

GL or QT: All NHGP & NUP Staff

Results

- No need to circulate list of staff among NHGP/NUP and SHP for their entry or exit into the cashless arrangement
  - Protect data confidentiality
  - Reduce workload
  - Minimize errors & outstanding bills
  - Provide convenience to the staff concerned

- Saved some $43,000 in manpower cost per year across the relevant public healthcare institutions.

Conclusion

85%

SHP GL and QT staff accepted employment offer from the Entry Clusters. This help to ensure continued delivery of quality care to all our patients!