



# CASH REFUND STAMP

Singapore Healthcare Management 2017

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## INTRODUCTION

To improve the cash refund process at Children's Emergency Registration.

Reduce paper wastage and process time by streamlining the process.

## PROBLEMS

Any cash refund performed at the Children's Emergency (CE) Registration counter, Team need to issue cash refund forms to let caregivers endorsed after refund.

Team has difficulty finding storage place to print and keep the endorsed forms.

Another staff need to witness on the form and also increase paper wastage.

## METHODOLOGY

Team comprises of CE Admissions reviewed the process by replacing the form with "Cash Refund" stamp.

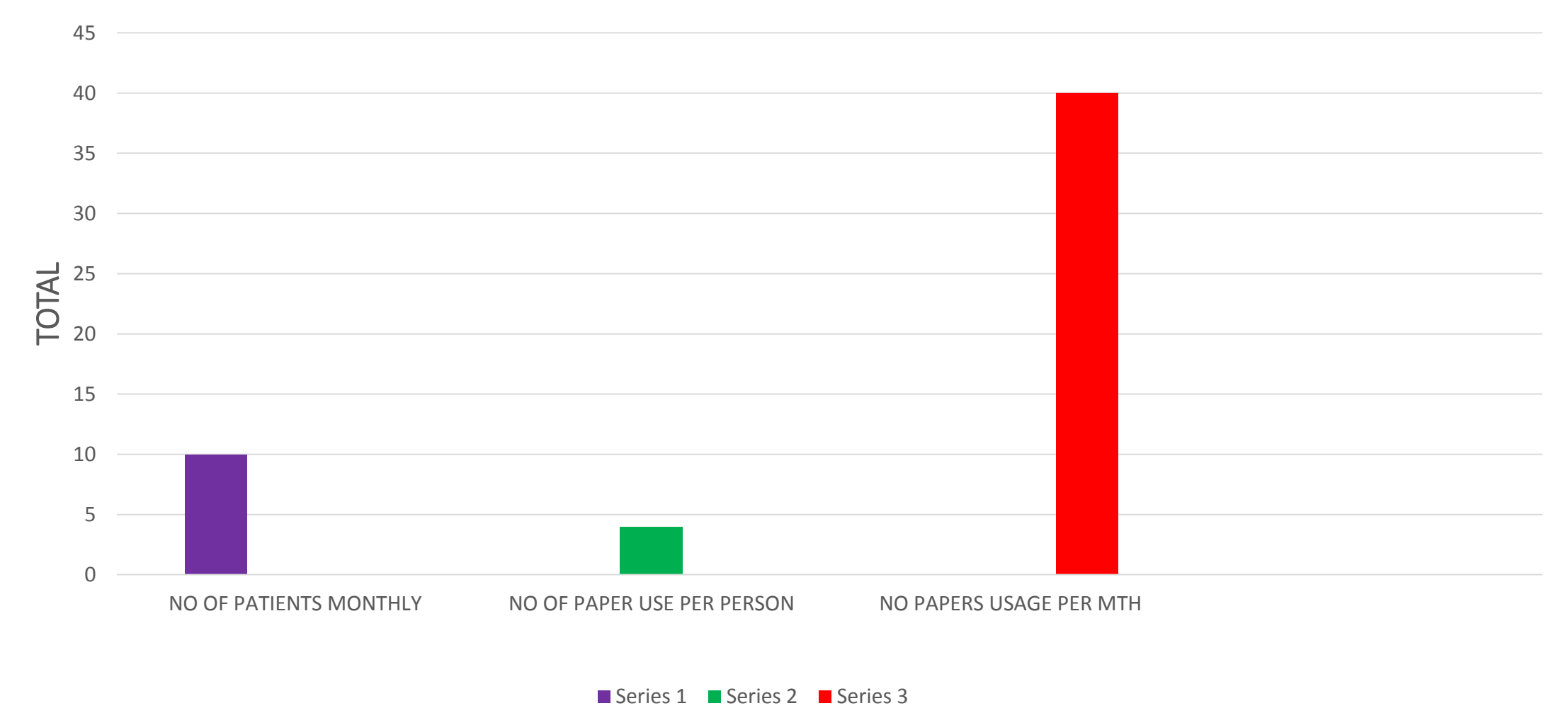


CASH REFUND ACKNOWLEDGEMENT  
Date of refund: \_\_\_\_\_  
I, \_\_\_\_\_ holder of NRIC/PP No: \_\_\_\_\_ hereby  
Acknowledge receipt of \_\_\_\_\_ being the refund to me.  
Signature \_\_\_\_\_ Refunded By: \_\_\_\_\_

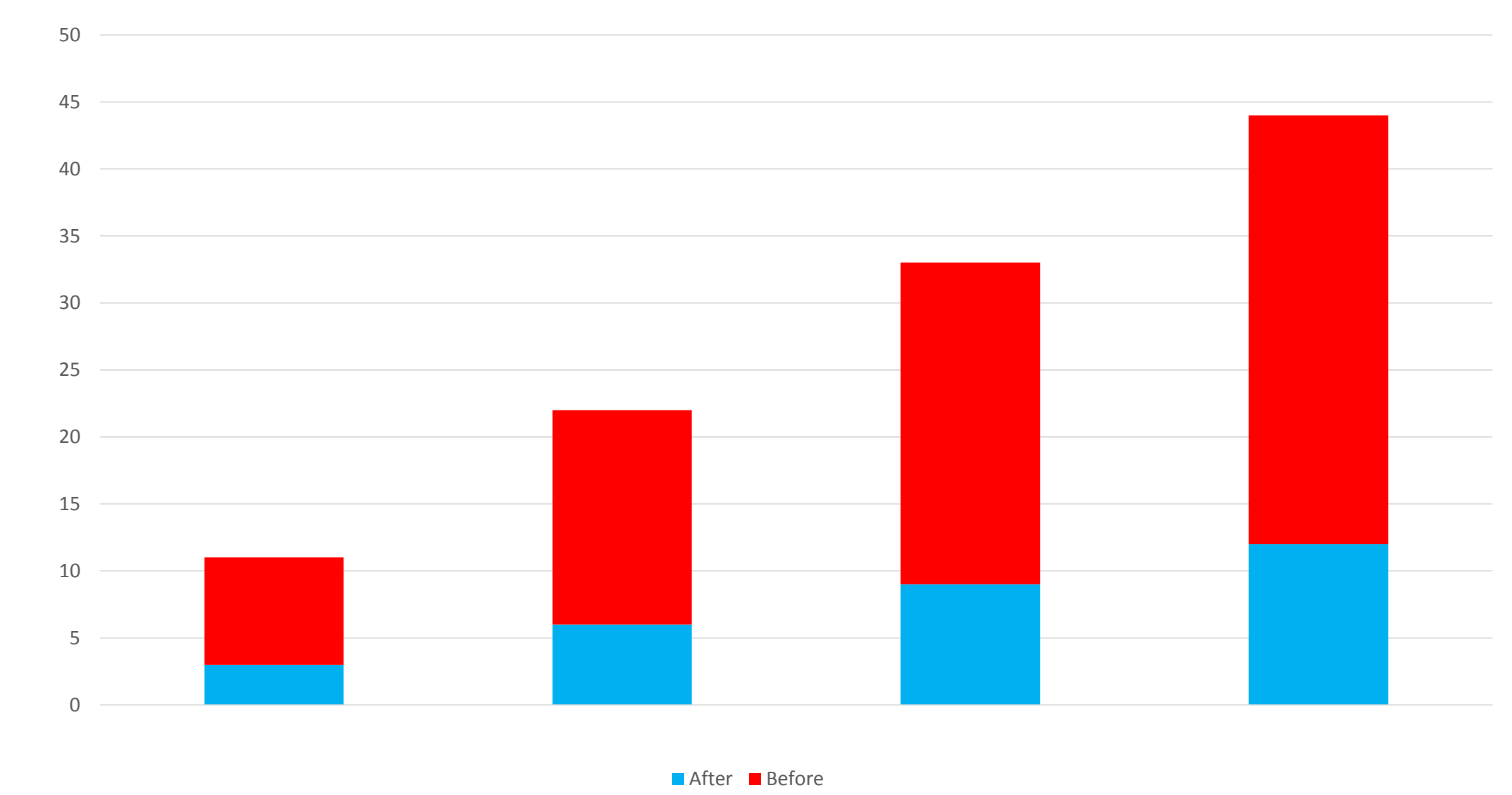
Caregivers will sign on the stamped invoice for cash refund and staff will submit this invoice with their closing statements for record keeping.

## ACHIEVEMENTS

### REDUCED PAPER WASTAGE



### REDUCED PROCESS TIME



## BENEFITS

- Better Time Management for operation staff as no filing or printing of refund forms required.
- No Witnessing is required with revised method.
- Reduce storage space and usage of company logo papers.

## CONCLUSION

Team is able to save cost on paper usage as well as the storage space.

Team is able to standardize the cash refund practice and the stamp is an easy usage for all staff.