

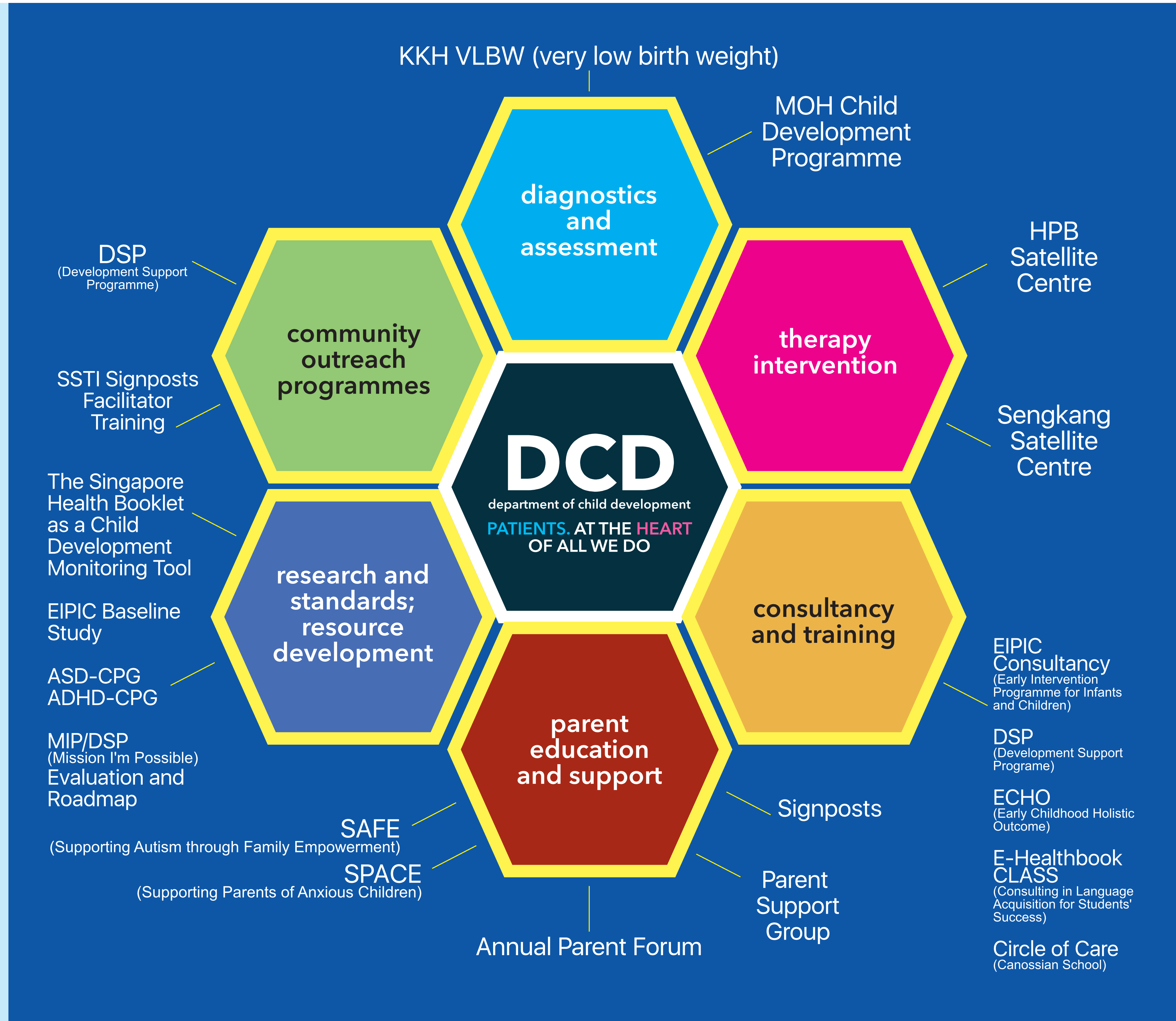
THE DECENTRALIZATION OF TRANSPORT CLAIMS PROCESS IN KKH DEPARTMENT OF CHILD DEVELOPMENT

Yong Chun Yee, Magdalene Choo, Wong Kit Lin, Renae Tan
(KK Women's and Children's Hospital)  KK Women's and Children's Hospital
SingHealth

Special thanks to all DCD staff who made the implementation of the new workflow for transport e-Claims a success

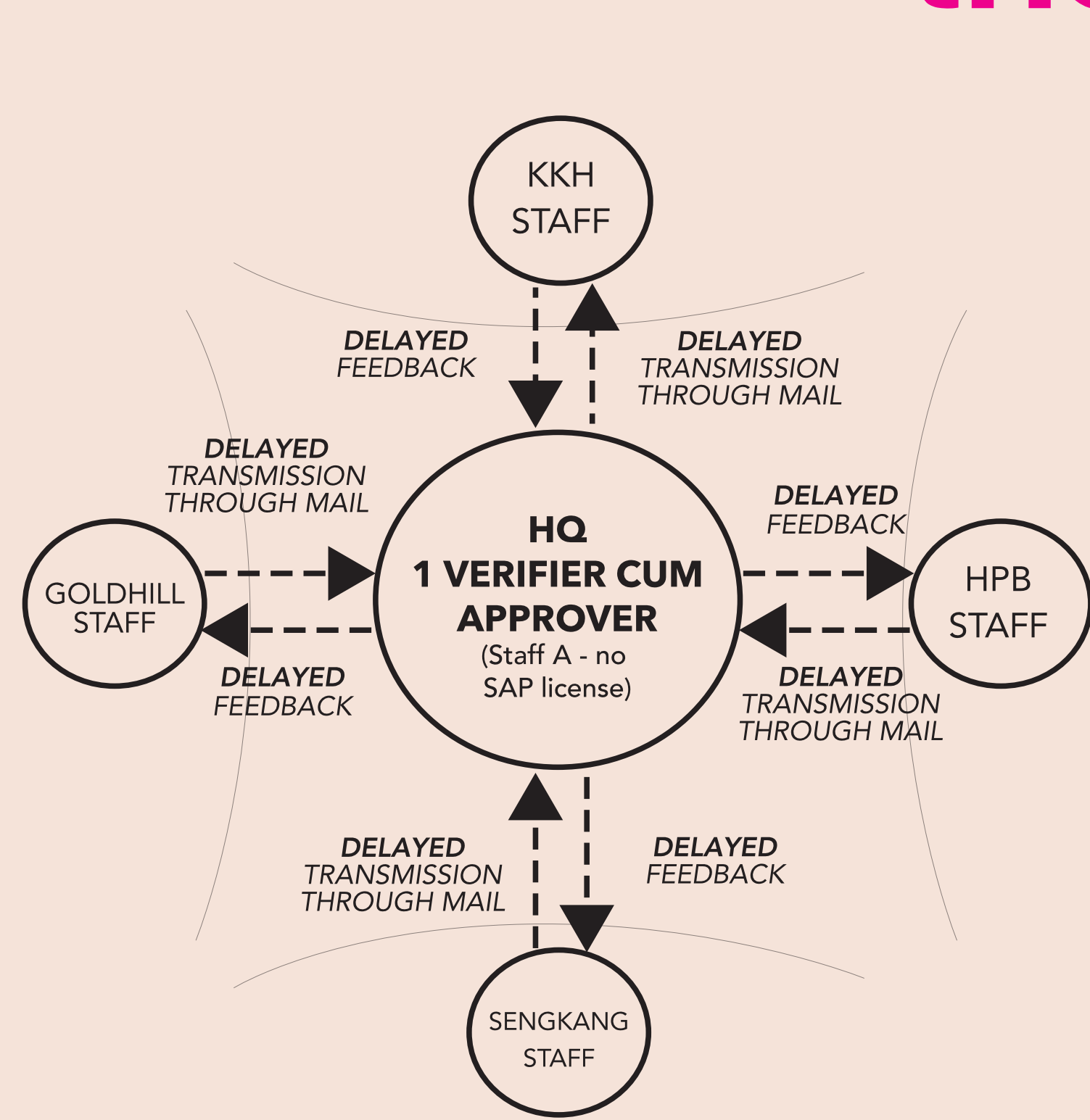
transforming care for preschool children with developmental needs in singapore

- 1 department**
department of child development (DCD)
- 130 staff**
doctors, nurses, allied health professionals, administrative, ancillary
- 3 cost centres**
- 5 operating sites**
KKH, Boon Siew, HPB, Sengkang, Goldhill
- 8 funded programmes**
one MOH funded child development programme
seven external funded consultancy projects / community programmes

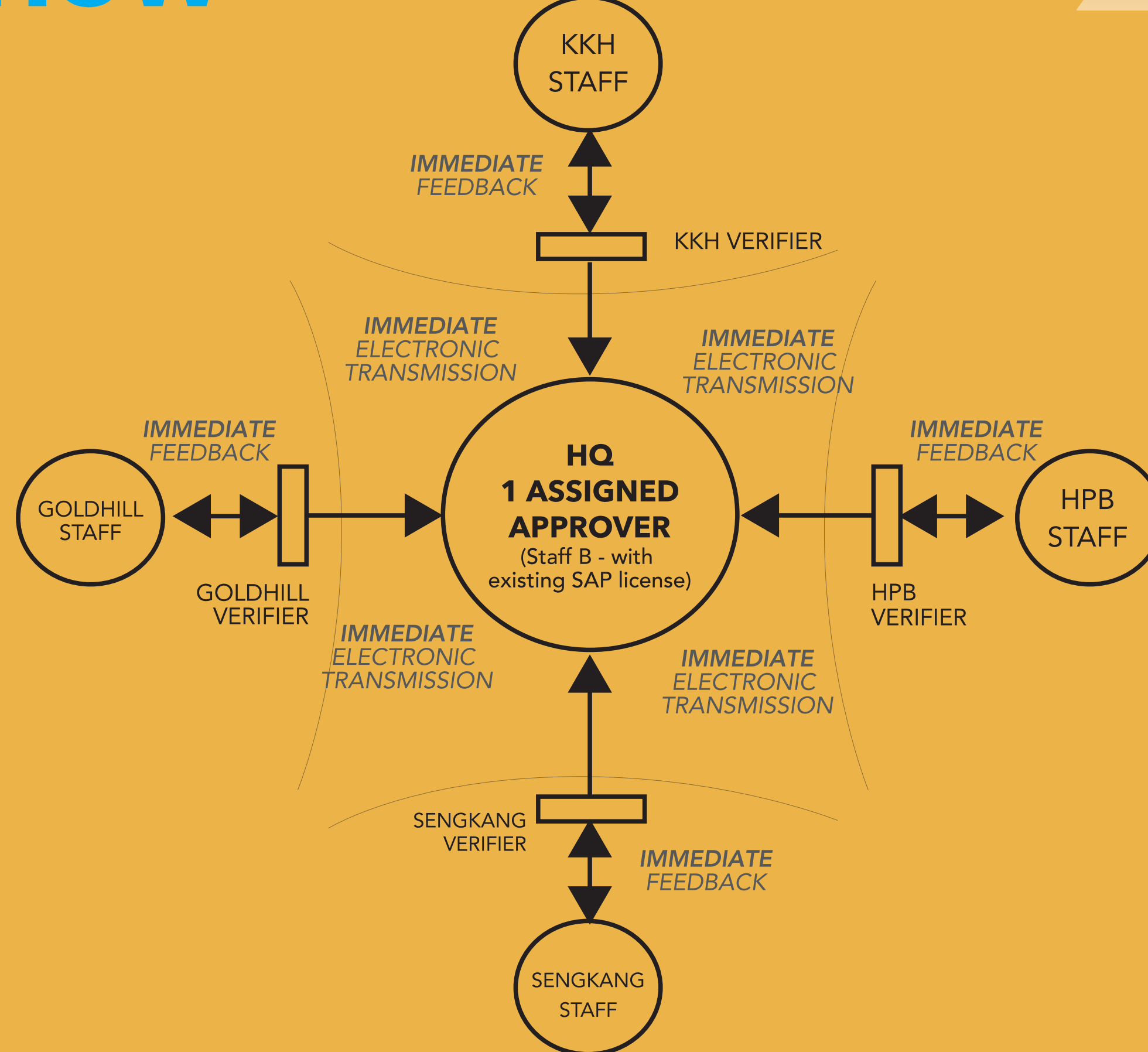


AIM: To leverage on e-claims for a more efficient transport claims process in DCD

then now



Staff from various locations submitted hard copy of claims by internal mail to a central verifier cum approver at HQ for verification and tagging to respective cost centres and internal orders. This resulted in severe delay of up to four weeks when there were amendments to the claims.



Staff submit electronic claims directly to their respective location verifiers. Amendments, if any, are rectified immediately. Staff then route verified claims to an assigned approver, saving days off processing time.

RESULTS

- 1. Increased verifiers.**
1x HQ verifier → 5x location-specific verifiers
- 2. Cost savings of SAP licenses**
No additional licenses required.
- 3. No delay in submission**
Timely clarification by verifiers with staff in the same location.
- 4. Timely reimbursement**
- 5. Transport cost is promptly captured**

CONCLUSION:

The decentralization of transport claims in DCD leveraging on e-claims has resulted in a more efficient workflow with cost-savings from not having to purchase additional SAP licenses.

METHODOLOGY

