

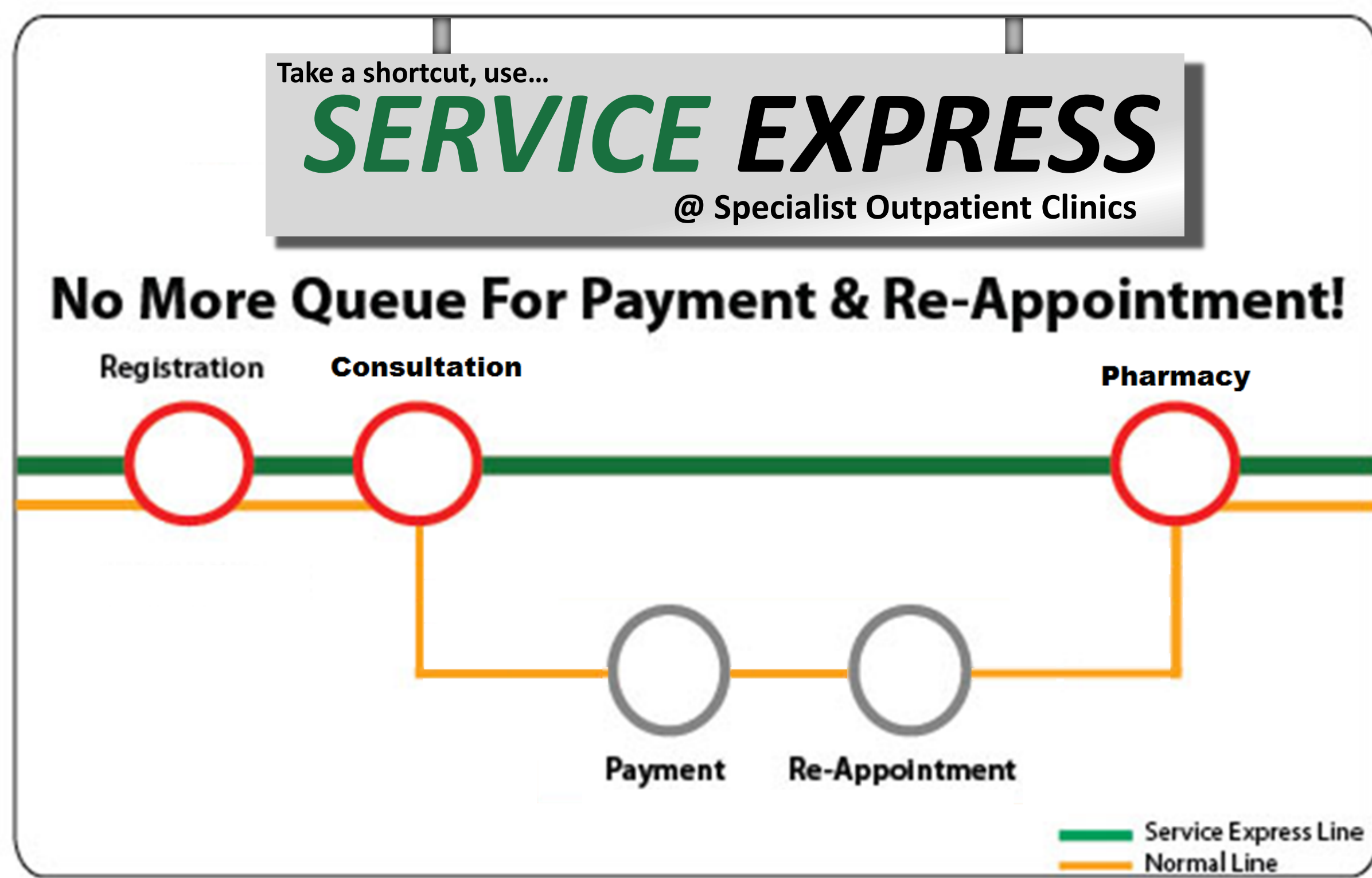


## Introduction

### What is Service Express?

Designed for patient's convenience, Patient can skip the queue to settle their bills and get their follow-up appointments. With Service Express, patients can leave immediately after consultation or treatment at any of our Clinics.

At the backend, staff will schedule the details of next appointment and charge the bill to patient's credit card. All the documents including receipt will be mailed to patients within 7 working days.

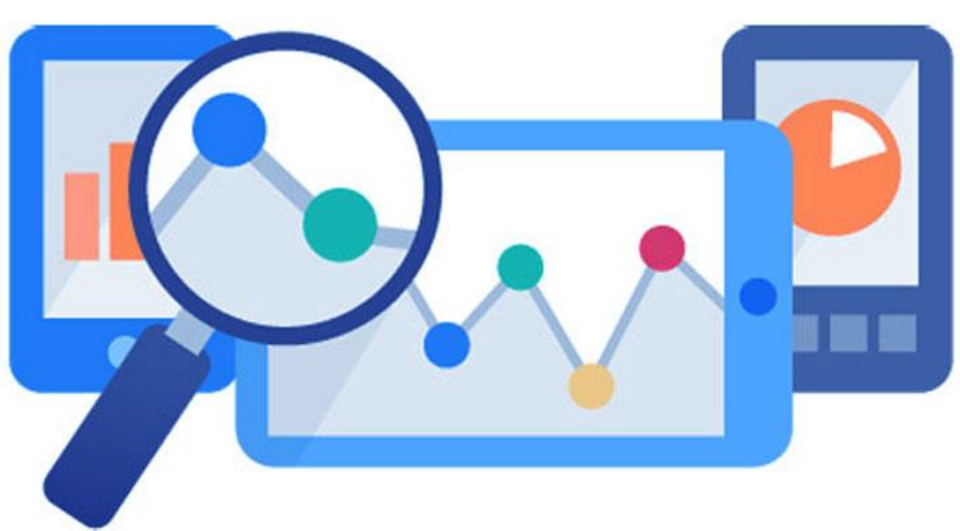


## Methodology

The clinic team met up and evaluate possible ways to promote service to patients.



A series of education and reminder to the clinic team was reinforced at weekly Roll-calls.



Close monitoring and updating of the performance are done on weekly Roll-calls and clinic mobile group chats.

Continual feedback sessions was conducted to review the challenges faced during the implementation.



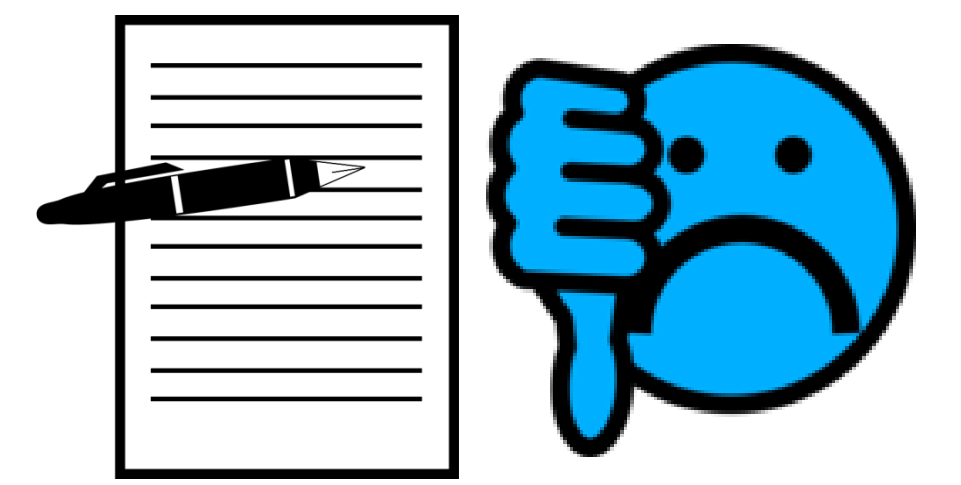
## Conclusion

It is important to constantly review the performance of the service initiative and evaluate the effectiveness for better operations. Team work also plays an essential role to drive better outcome and meet desirable results. Regular feedback sessions and communications plays is important to build team's morale and foster good working relationships.

## Problem/Challenges

Long wait time at the clinic for payment and scheduling of next appointment.

The weekly take up rate for new sign-ups is less than 5.



## Aims

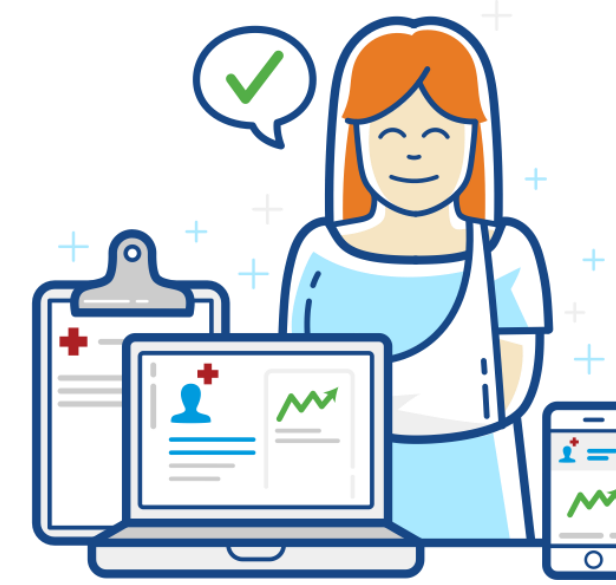


To increase the take up rate for new sign-ups for Service Express

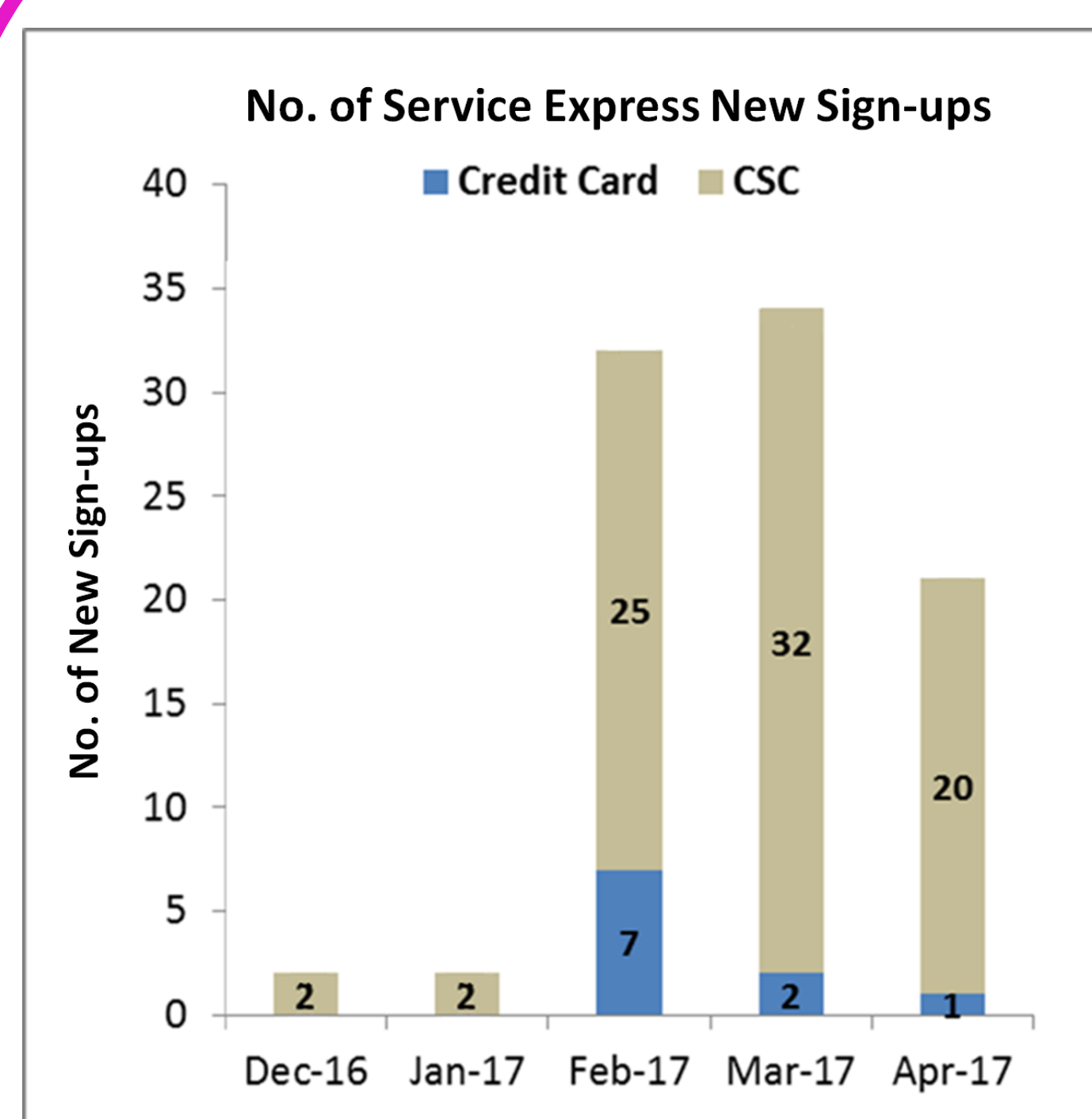
To manage the crowd at the payment and reappointment counter



Enhance patient satisfaction and experience as their service is expressed.



## Results



Take up rates for service express saw a marked improvement.

Awareness of outcome is shared to the clinic team.



Wait time for patient at payment and reappointment counters are significantly reduced by half. Average wait time dropped from **20mins** to **10mins**.



More time to serve patients waiting at the counter/using other modes of payment.

Feedback from the team:

"It is easier for us to manage now as there are lesser crowd at the clinic. Service Express is the way to go!"

