



Singapore Healthcare Management 2017

Providing Better Communication to the Neuropsychology patients

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BACKGROUND

In SGH Clinic L, neuropsychology tests are ordered by the doctors when required in order for them to follow up on their patients' conditions better. The tests generally involve assessments of patient's cognitive domains to evaluate their memory difficulties and/or functional abilities.

These tests are charged separately from the doctors' consultation fees and the clinic has been receiving feedbacks from patients regarding the need of doing the assessments if they had known about the costs involved. There were often disputes between clinic staff and patients during payment collection after the tests. This affected patient's experience and clinic operations.

OBJECTIVE



To reduce the number of negative feedbacks and prevent any payment disputes due to patients not being well-informed about the fees and the need for the assessments.

REVISED WORKFLOW



- ✓ Doctors to inform and educate patients regarding the tests that they are referred to.
- ✓ Upon arrival of the patients during the next visit for their tests, clinic staff will stamp on the registration form and indicate the charges beside the respective test.
- ✓ Patients to acknowledge that charges are acceptable to them before proceeding to do the assessments.
- ✓ This form will be kept in the patient's case notes.

METHODOLOGY

1. REVIEW

Current workflow:

All staff are expected to inform patients about the test charges. They will advise patients of the charges at the counter.

2. IDENTIFY

Root cause:

Staff only advised verbally and there was no proper documentation for patient's acknowledgement. Patients disputed making payment after completing the tests.

3. SOLUTION

New implementation:

To facilitate this workflow, a **stamp** with the different neuropsychology tests names was made to ensure that all patients have been informed of the test charges and that charges are acceptable to them.

Example:

Neuropsychology Assessment:	
Comprehensive
Routine	\$ 229.45
Follow up
Intervention
The above fees have been clearly explained, and are acceptable to me.	
.....	
PATIENT'S SIGNATURE	

RESULTS

There has been **0** negative feedback received since implementing in March 2017.



CONCLUSION

The new workflow of having a stamp ensures that the test charges have been communicated and are acceptable to patients. This is also aligned with the JCI requirements of patients making informed decisions. This initiative can potentially be rolled out to other disciplines which requires a platform for acknowledgement of test charges for other kinds of assessments ordered by the doctors.