



Singapore Healthcare Management 2017

Registration through the use of Technologies in Musculoskeletal Centre

**Goh Kee Wee
Eugene Sim**



Introduction

Why do mobile and self registration?

- 1) Advancement of technologies available in Healthcare setting
- 2) A platform to help reduce the time spent in Clinic

Objectives:

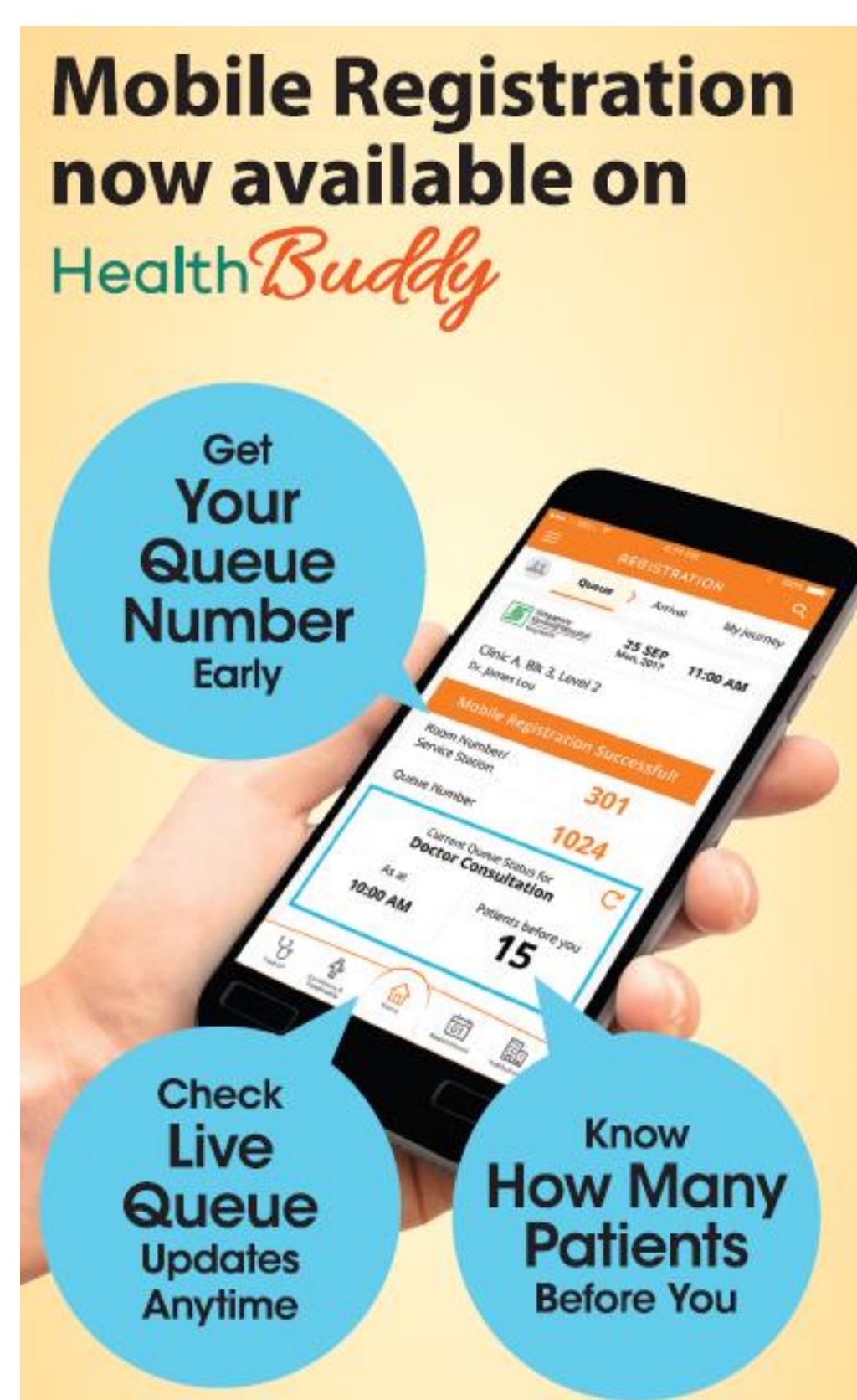
- 1) How technologies in SGH reduce waiting time for patients?
- 2) What can we facilitate to improve the take-up rate through these services?
- 3) How can patients better plan their time on the days of their appointments?

Methodology

Poster Standee was displayed and Brochures were distributed to patients to introduce and promote awareness for mobile and self-registration.

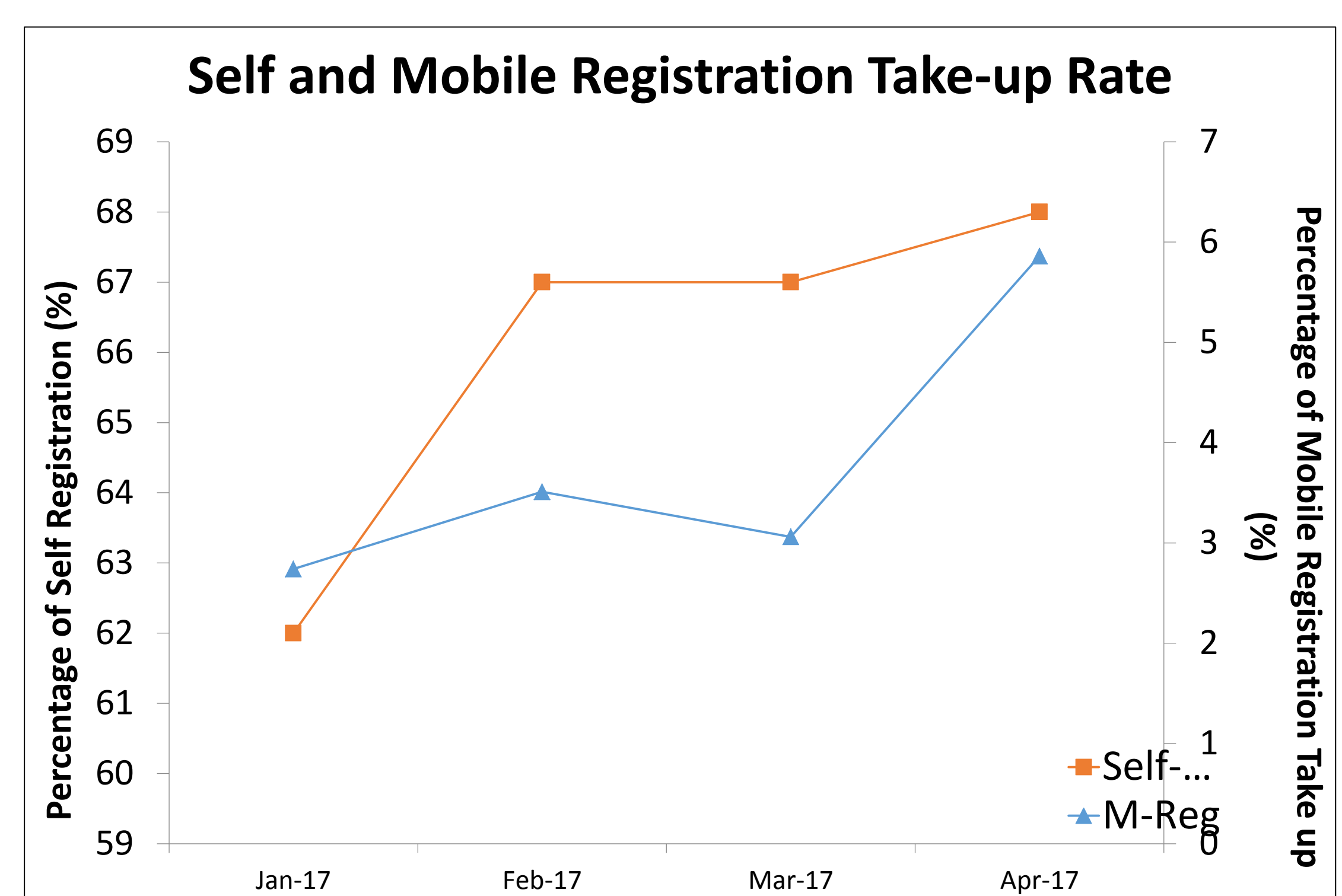
Staff were educated on the benefits of the mobile and self-registration, so as to provide assistance to the patients when queries arise. Communications between staff, patients and stakeholders are very important as they will provide valuable feedback for any necessary improvements.

Feedback and review session during roll calls were conducted to update any issues or difficulties faced by staff and also to address any concern.



Results

- Increased the take-up rate of mobile and self-registration
- Patients are able to perform registration independently
- Reduced waiting time at the registration counters



Conclusion

Technologies does help to improve efficiency but it also requires a lot of education and communication to improve and sustain the functionality of this service. Continuous feedbacks from patients and stakeholders are important.

The use of mobile and self-registration will largely help to reduce waiting time at the registration counters for patients. Patients will be able to register independently at their own comfort, and arriving at the clinic without having to wait for registration at the counters.

The use of mobile registration is also available to various clinics within SGH (such as LIFE Centre and Diabetes Metabolic Centre). This service will be especially useful for patients who have multiple appointments in different clinics on the same day. They can now better plan their time, to do other things such as having a meal or taking a coffee break, in between consultations at different clinics.

