



**Singapore Healthcare Management 2017**

# Virtual Map



**Sengkang Health**  
SingHealth

**Nur Amira Binte Mahat**  
**Nur Aidilla Binte Abdul Khalid**  
**Goh Yen Ling**

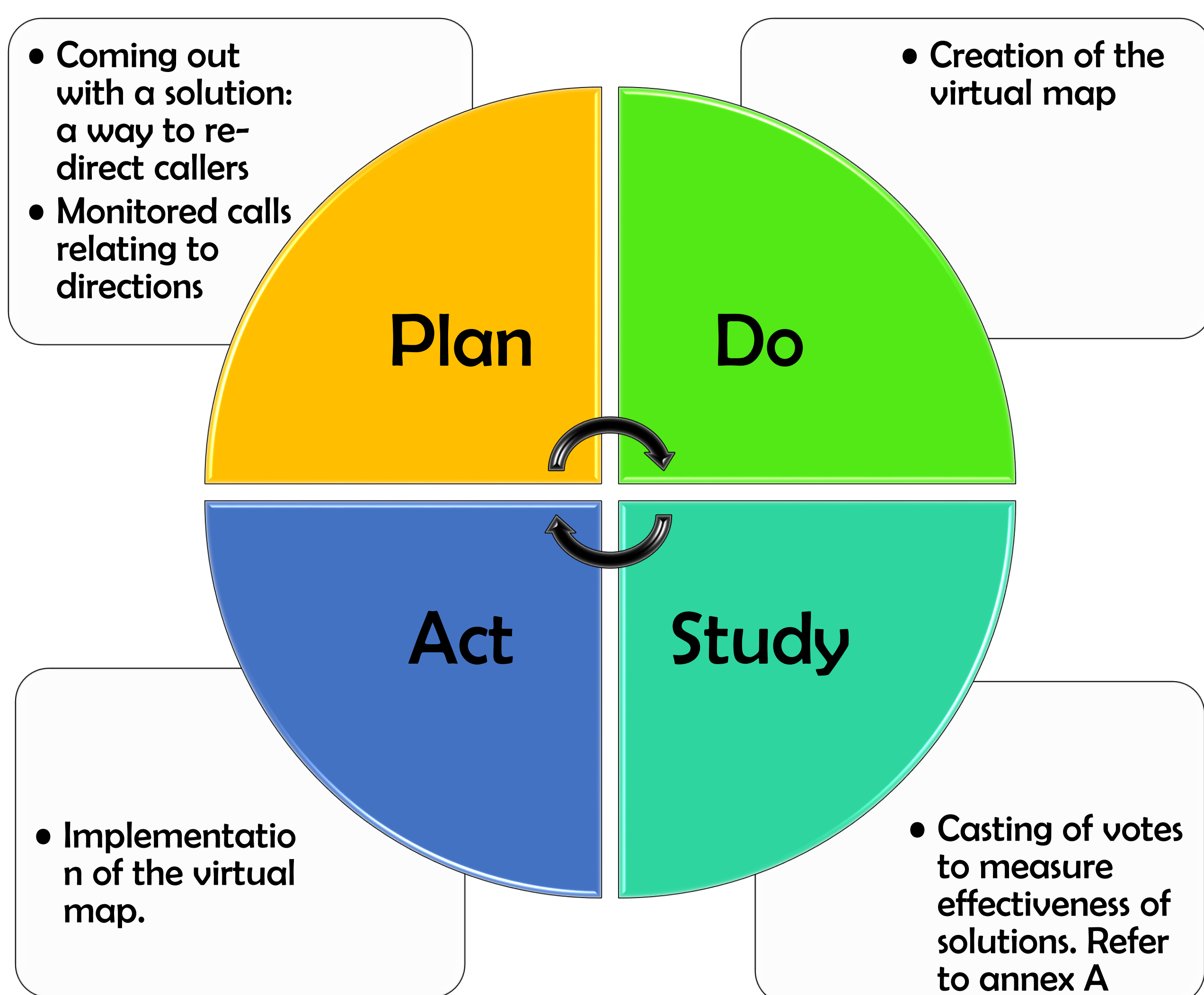
## BACKGROUND

Sengkang Health Call Centre started its operations in August 2015. They received various types of calls pertaining to appointments, medical reports and even directions around Alexandra Hospital (AH) campus by internal and external customers.

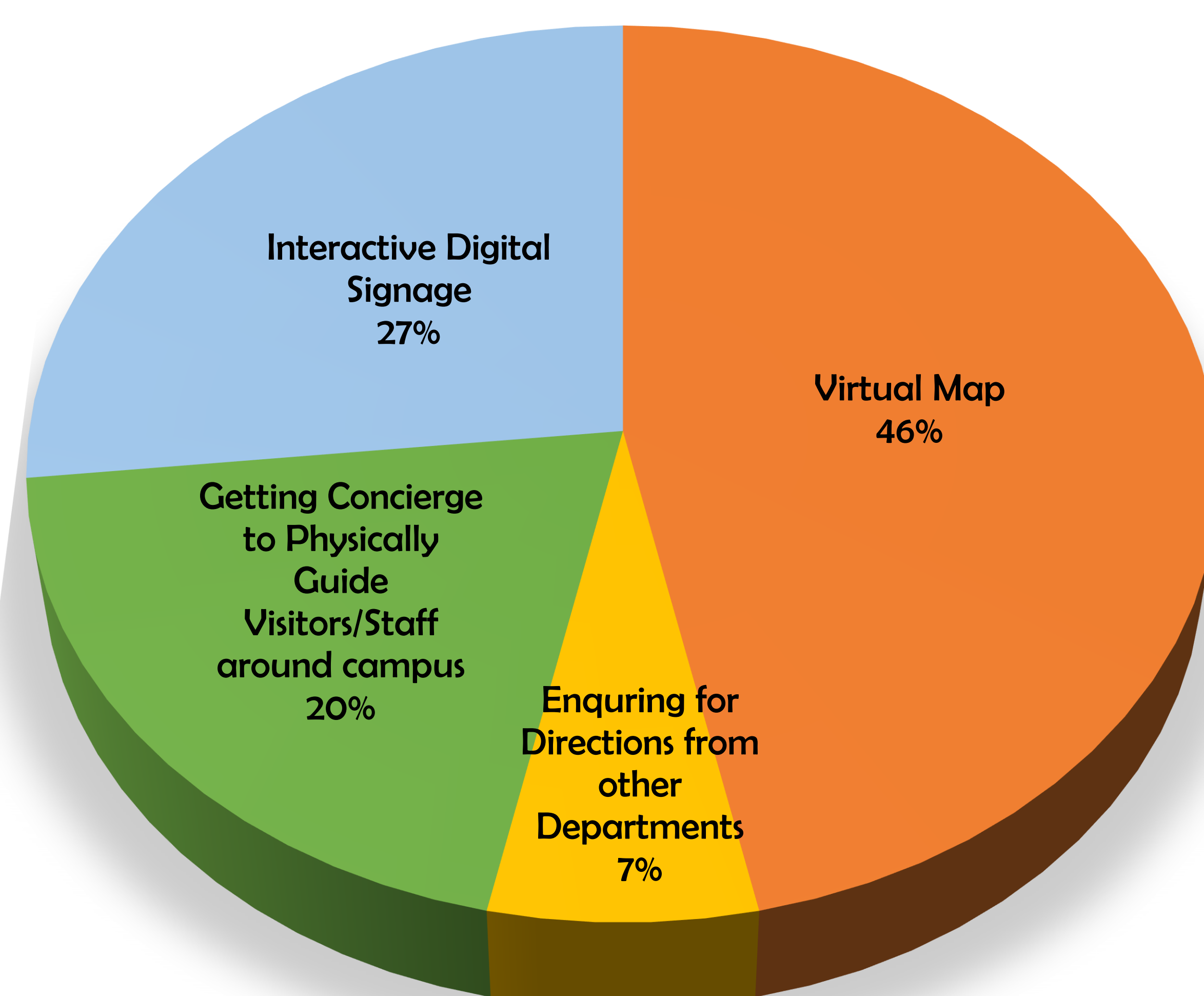
## OBJECTIVE

As AH receives more patients and new staff, Call Centre will expect the volume of directory calls to increase over time. The objective of this project is to improve the service efficiency of its Call Agents to better handle calls relating to directions in AH.

## METHODOLOGY

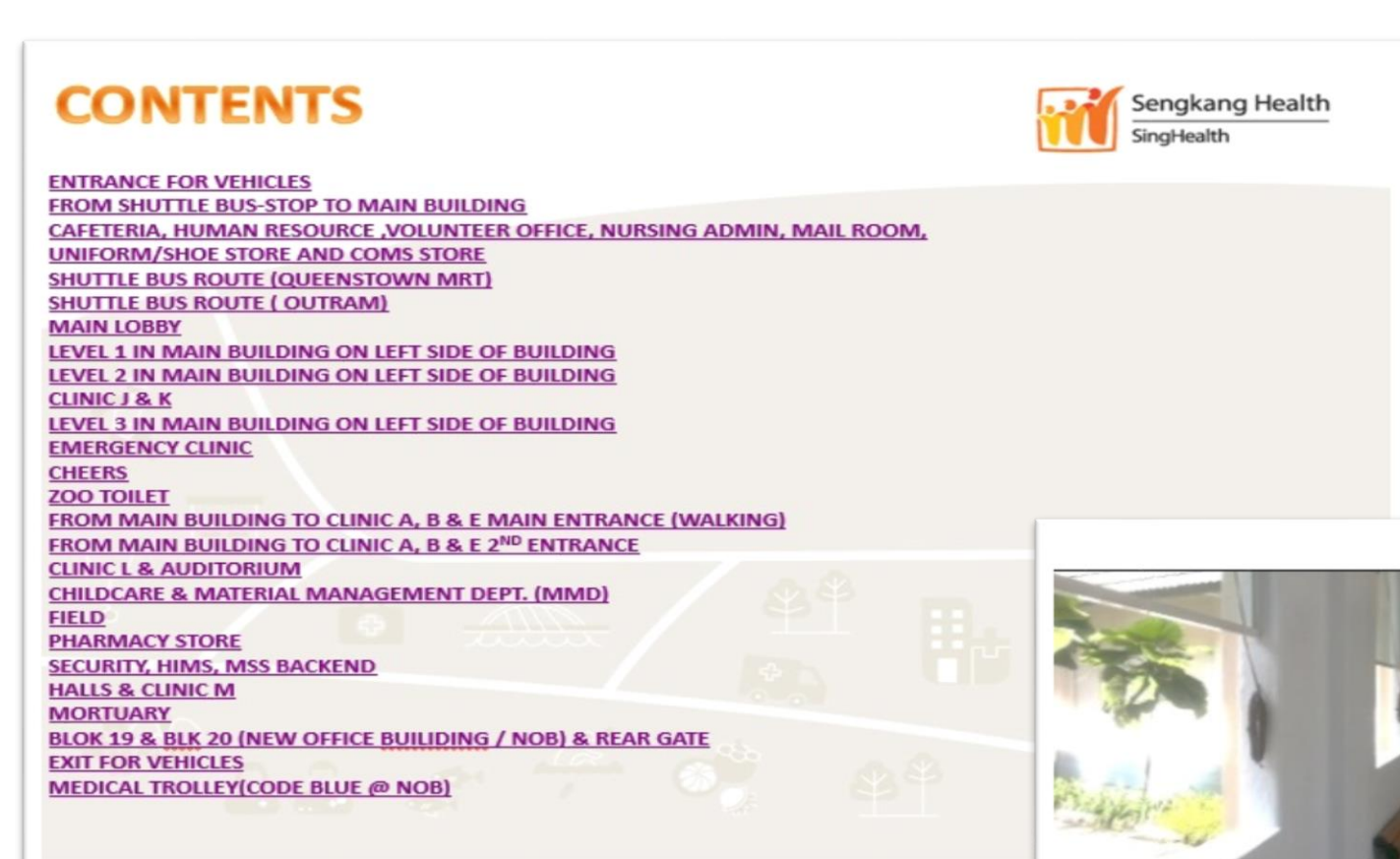


Annex A. Proposed Solutions & No. of Votes by Call Agents

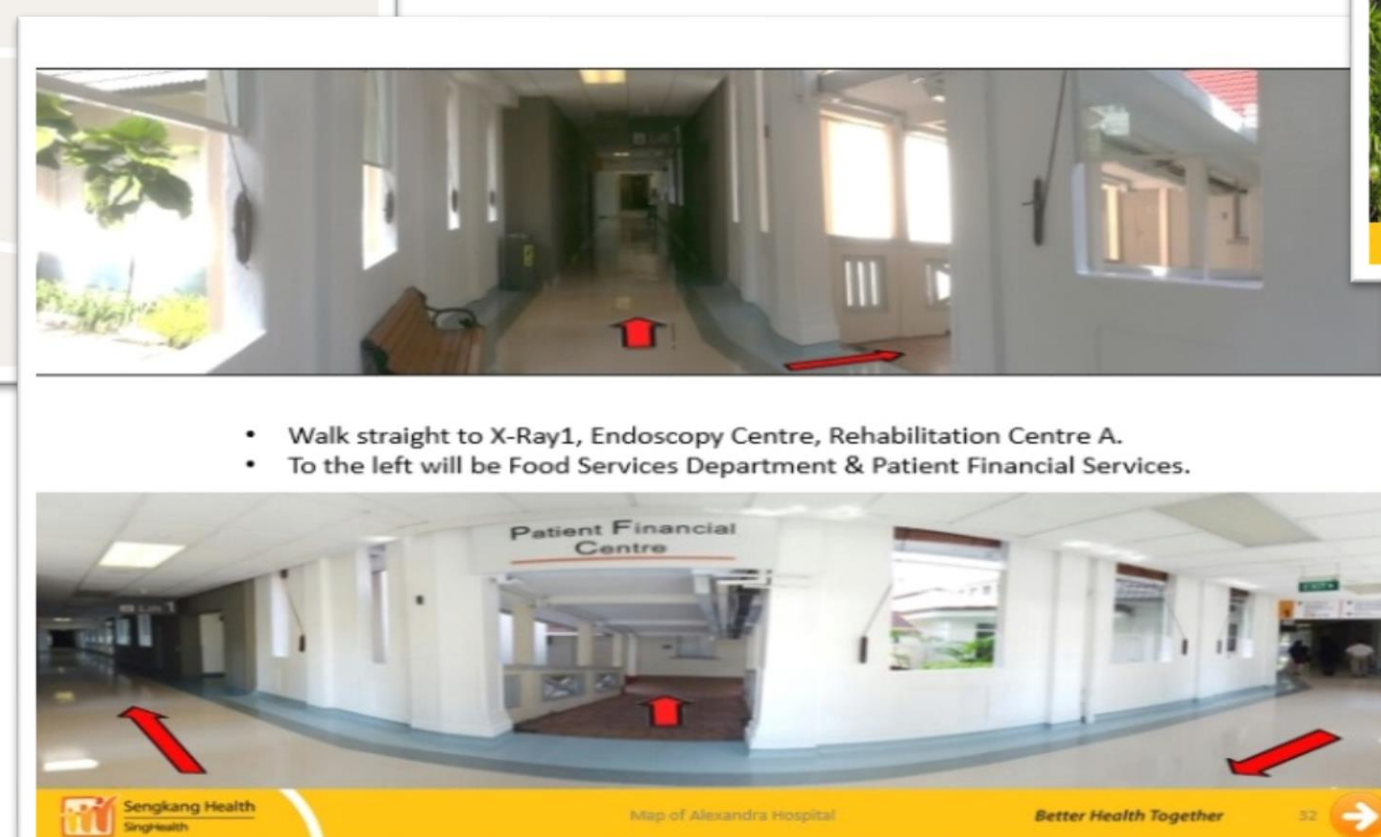


## RESULTS

### Virtual Map Guide

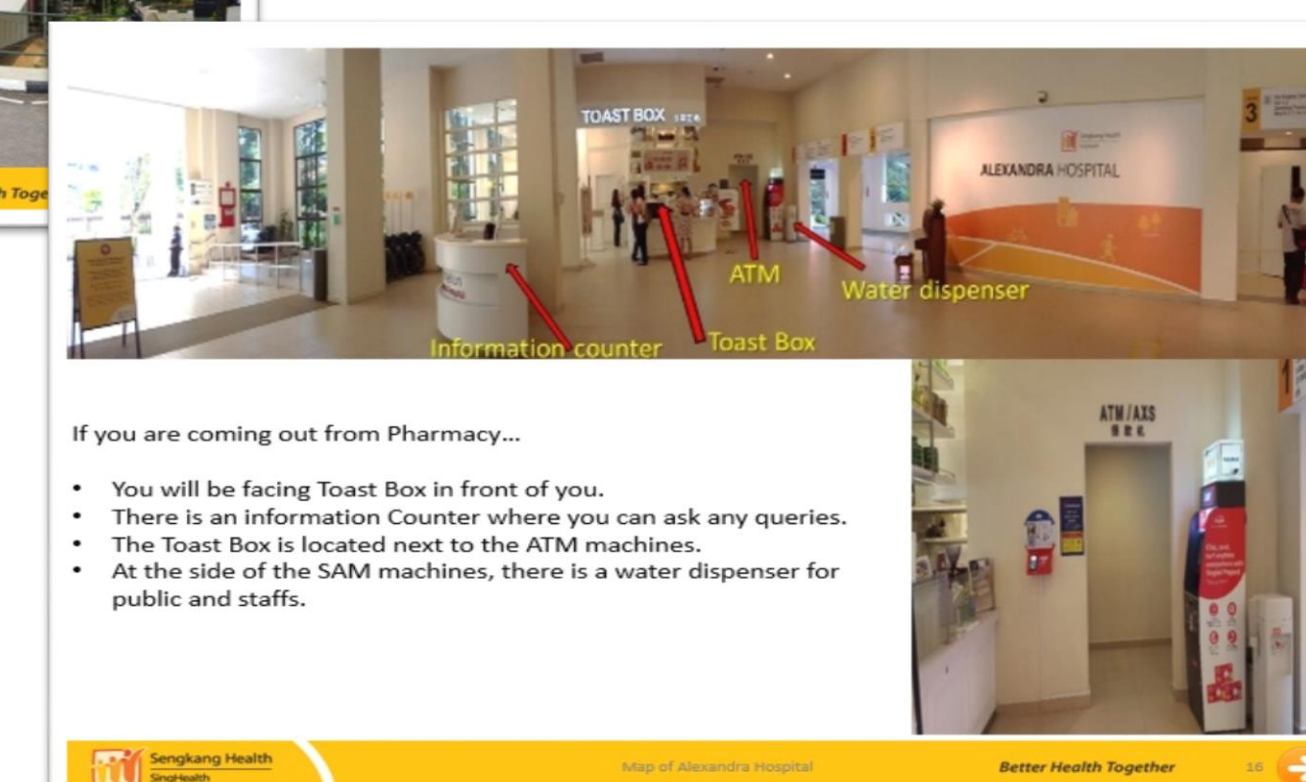


Guide on X-Ray 1, Endo Centre, Rehab Centre A



Directions to Clinics from the main lobby

Location of ATM, SAM kiosk, Pharmacy



## CONCLUSION



With the help of the Virtual Map, Call Agents are now able to manage well in directing callers to their destinations in Alexandra Hospital. Sengkang Health Colleagues are now more independent as they are able to view the virtual map via Alexandra Hospital Intranet. It also benefits Call Centre staff in keeping the duration time low. This Virtual Map could be modified for way-finding around Sengkang Hospital (SKH) Campus when it opens in 2018.