



Enhanced Appointment System: Empowering Patients to Better Manage Wait Time



1. Introduction

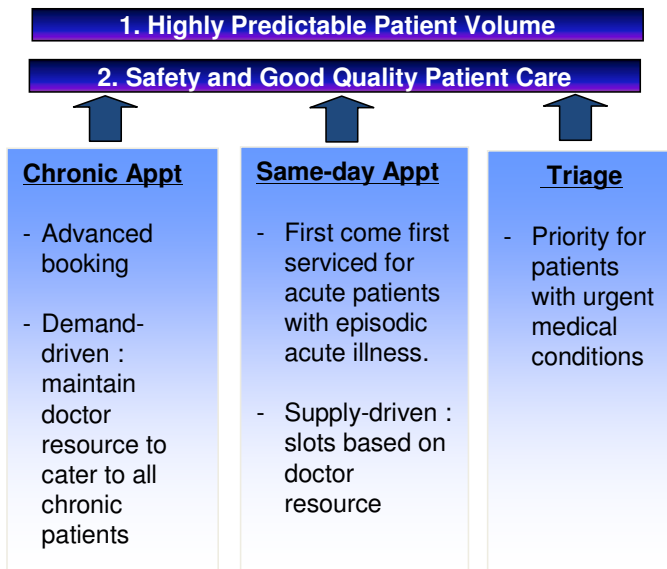
Polyclinics face heavy and unpredictable patient volume as they serve as open access to walk in patients from general public. This often resulted in long wait time and over crowding situations. This creates undue stress in the system that adversely affect patients' experience and may compromise safe and quality care.

2. Aims & Method

IT systems and NHGP Contact Centre resources are enhanced to support the Appointment System that aims to:

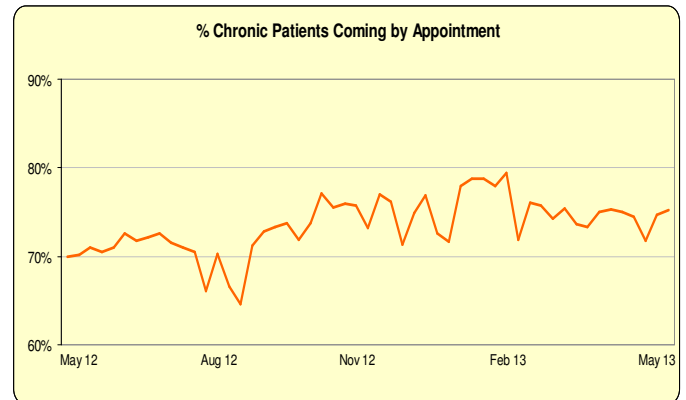
- Encourage chronic patients to come by appointments.
- Enable acute patients to call NHGP Contact Centre to take a queue number first.
- Provide walk in patients with estimated wait time.

Clinics plan doctor manpower resources and create appointment slots to cater to the demand and regulate the daily workload.

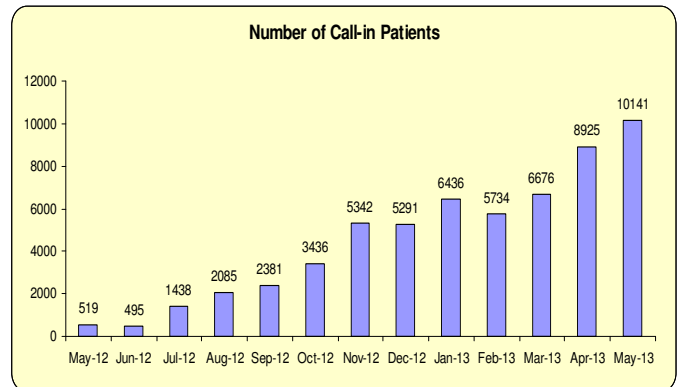


3. Results

❖ **More than 75% of chronic patients** now visit us by scheduled appointment. Two polyclinics have exceeded 90% mark. This helps to make patient volume more predictable



❖ **More than 10,000 patients per month** now call NHGP Contact Centre to take a queue number. They come to the clinics only nearly the estimated time given. **More than 90%** of patients surveyed are happy with the new initiative.



4. Conclusion

The Appointment System has successfully empowered patients to better manage their wait time. It also serves as a resource planning mechanism to regulate clinic workload and ensure safe and quality care.

What Can We Do For You?

✓ Shorter Waiting Time!

With more options to register at our polyclinics, patients now need not queue at the walk-in counters. You can now reduce waiting time and make appointments via:

Call the NHG Contact Centre at **6355 3000**

