

Queue System

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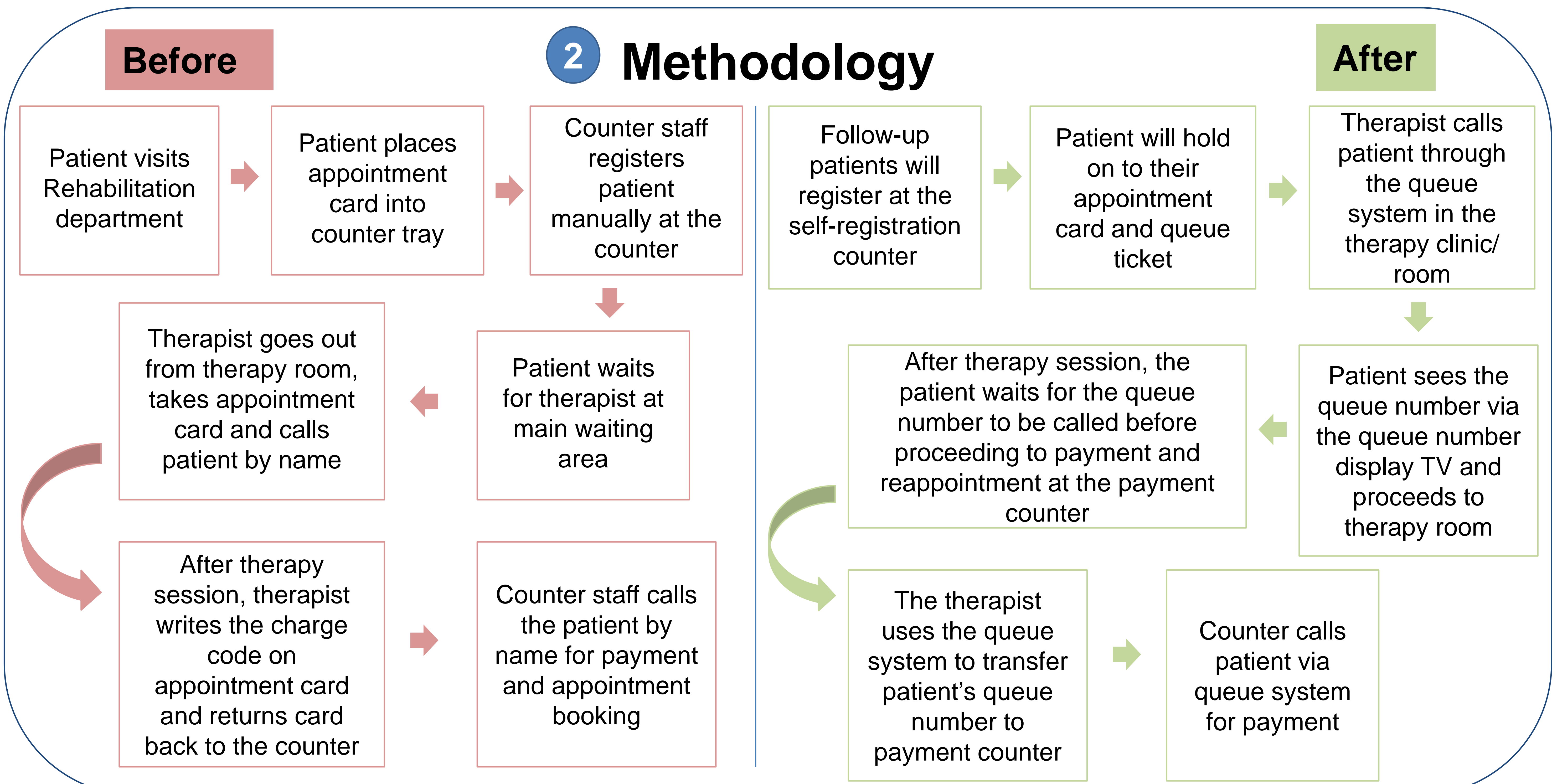
1 Overview

KK Women's and Children's Hospital Rehabilitation department provides inpatient and outpatient services. To better utilise our resources, a queue system was implemented to facilitate patient movement within Rehabilitation department from registration to therapy clinics and to payment counters. This ensures a smooth transition through the various stages which benefits both patients and staff. The queue system also incorporated a SMS therapist notification model on patient registration. Therapists can benefit from the timely notifications sent to them as they are aware of their patients' arrival.

Objective

- To improve efficiency at the Rehabilitation counter for outpatients.
- To reduce waiting time for payment at the counter.

2 Methodology



3 Results

• Cost Saving

The time required to manually register patients equates to 2,779 hours in FY12. With the queue system, there is cost savings of 1.38 FTE (Registration time/employee hours).

• Reduction in waiting time

There are now three payment counters as oppose to having one payment counter before the implementation of the queue system.

• Better time utilisation by the counter staff

With the SMS system, the counter staff do not need to inform therapists of patient arrival and allows them to focus on their billing duties.

4 Conclusion

The introduction of the queue system helps to improve the efficiency of the work process for patient registration and payment. There is a significant reduction in cost of operation which is of equivalence to 1.38 FTE of our counter staff as time is significantly reduced without having to manually register follow-up patients. The self registration terminal enables follow-up patients to self-register.

The SMS system also increases the productivity of the counter staff by reducing the time needed to inform therapists of patients' arrival. Hence, the counter staff can better utilise their time on other duties such as billing and re-appointments.