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## Introduction

Patients and their families are at times unsure of what to expect when they are at the Hospital for an outpatient visit. Our team of Patient Coordinators will be on hand to allay their anxiety by offering them comfort, care and information in the Specialist Outpatient Clinics. The Patient Coordinators also specialise in tasks aimed at delighting our patients.

**PATIENTS. AT THE HEART OF ALL WE DO.**



## Methodology

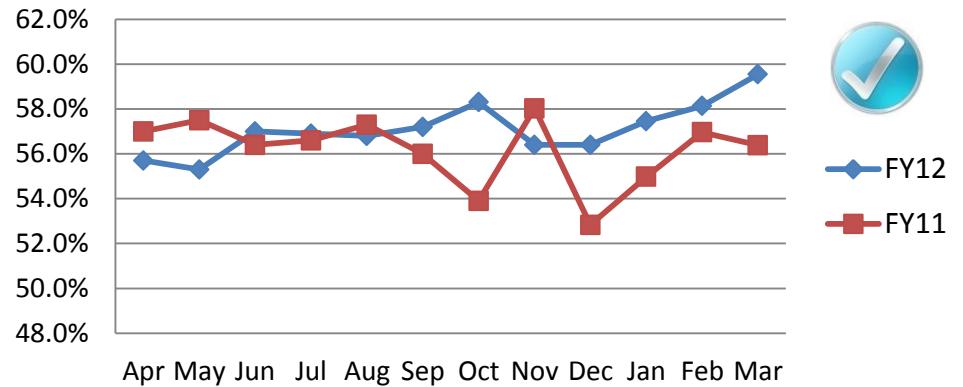
Patients Coordinators move around in the busy clinics and offer their personalised services to patients in need of help. They also pre-identify patients who have multiple appointments on the day of visit and help coordinate their visits to the different service areas.

Recognising that patients do spend some time waiting to see their doctors, the Patient Coordinators endeavour to delight our patients with their cheerful demeanour. They chit-chat with our patients, serve them apples and biscuits, and also perform the popular activity of sculpturing balloons for the younger patients.

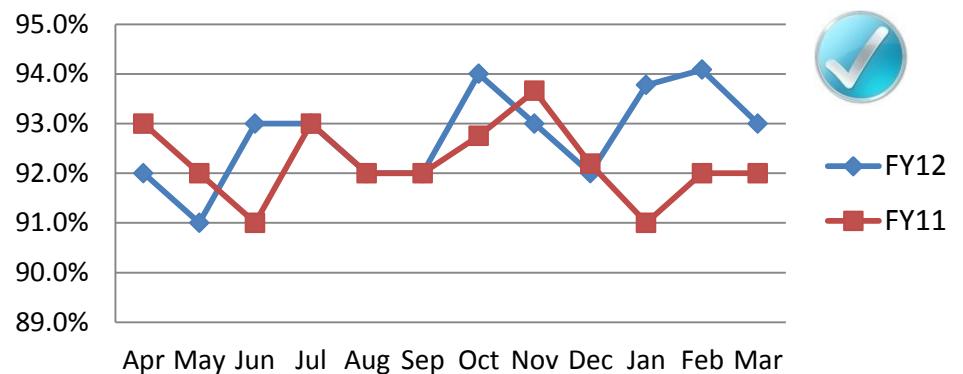


## Results

**Chart 1 - Patients Strongly Recommending KKH Services**



**Chart 2 - Coordination of Care (Outpatient)**



Our service ratings improved after the introduction of our Patient Coordinators. We also received many compliments from our patients expressing their appreciation for the services rendered to them and their loved ones.



## Conclusion

The Patient Coordinators have made a difference to the experiences of many patients in the hospital. Despite their success, they will strive for continual improvement in their delivery of services to enhance patients' experience.

