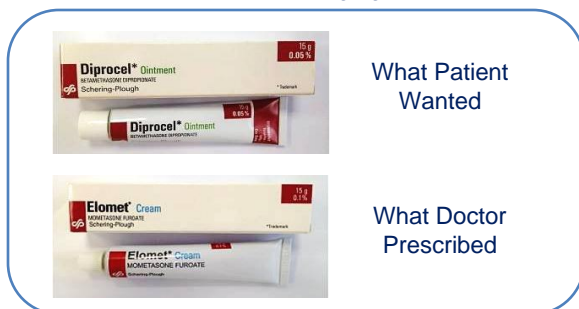


Koh Hong Yi, Singapore General Hospital  
 Wong Wanjun, Singapore General Hospital  
 Chew Li Yong Lisa, Singapore General Hospital  
 Yeo Shuan Khiag, Singapore General Hospital

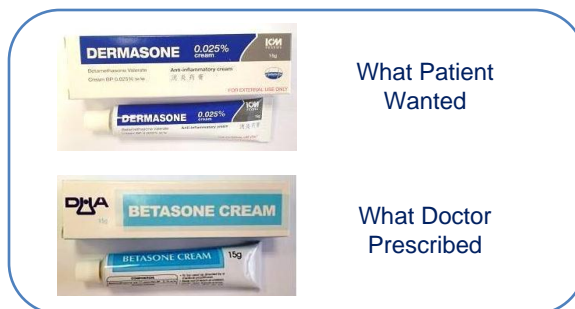
## INTRODUCTION

- During consultation, the doctor will check with the patient on past medication that had been effective
- A patient may also request the doctor to prescribe certain medication which had worked in the past
- Not being able to quickly and accurately establish the effective medication will delay the consult, result in longer waiting times, and more importantly, can compromise patient safety
- Such inefficiency in the prescription request process can also cause patients to leave without a prescription or result in any of the following situations which we have encountered:

Similar packaging



Similar names



Same medicine in different packing

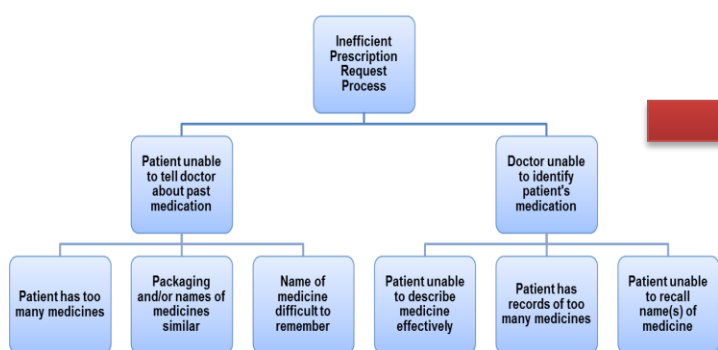


During Consult  
 A lot of time spent describing & "guessing" the medicine, extends consult & waiting times

Wrong medicine discovered at Pharmacy  
 Pharmacist has to call the doctor to verify and amend prescription, more time and hassle for patient

Wrong item discovered at Home  
 Patient unable to use medicine, patient care and well being affected

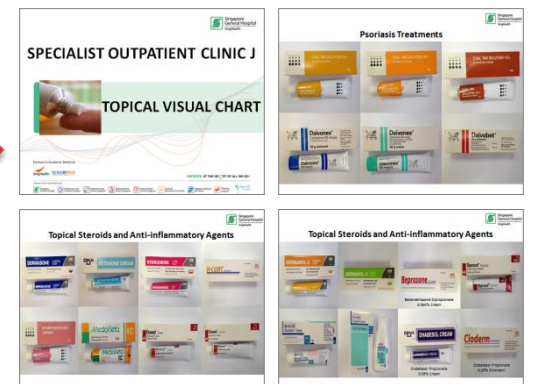
## METHODOLOGY



Root Cause Analysis  
 Review dermatology consults over 1 week to identify root causes



Solution Development  
 A "menu" of topical applications?



Full colour visual chart of commonly prescribed topical creams that patients, doctors and nurses can refer to

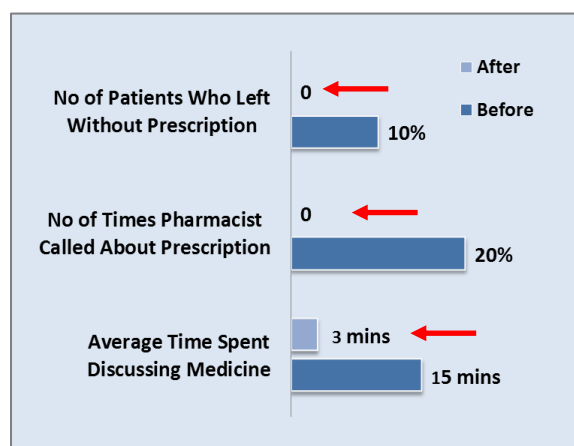
## RESULTS

### Tangible Results

- ✓ Less time spent during consult - time saved ranged from 5 to 20 minutes per consult
- ✓ Number of patients who leave without prescription dropped to zero
- ✓ Number of times Pharmacist called to check or amend a prescription dropped to zero

### Intangible Results

- ✓ Enhanced patient safety - both patients and doctors are assured of the right prescription every time
- ✓ Happy patients, doctors and nurses



Outcomes Pre & Post Implementation

**"It is much easier to tell doctor my medicine by looking at the chart."**  
 Madam P Subramaniam Patient

**"Saves much on consultation time ... I don't have to look through the long medication history of patients."**  
 Dr Yeo YW Dermatology

**"Patients also point out the cream that is not effective which allows the doctor to know better about their condition and prescribe other topical application."**  
 Sheila RM Nurse

Positive User Feedback Post Implementation

Sheila RM Nurse

## CONCLUSION

- Being able to quickly and accurately identify a specific medicine saves doctors' time going through the history of a patient's past prescriptions - time that can be better spent on patient care
- If a medicine cannot be safely established, the patient may have to return on another day for the prescription - delaying treatment which affects patient care, well-being and comfort
- Most importantly, with the colour chart, both doctors and patients are assured of the right prescription, enhancing patient safety and patient experience, both in alignment with the organisation's quality priorities