



# Fast Payment Scheme for CSC Cardholders



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## Introduction and Background

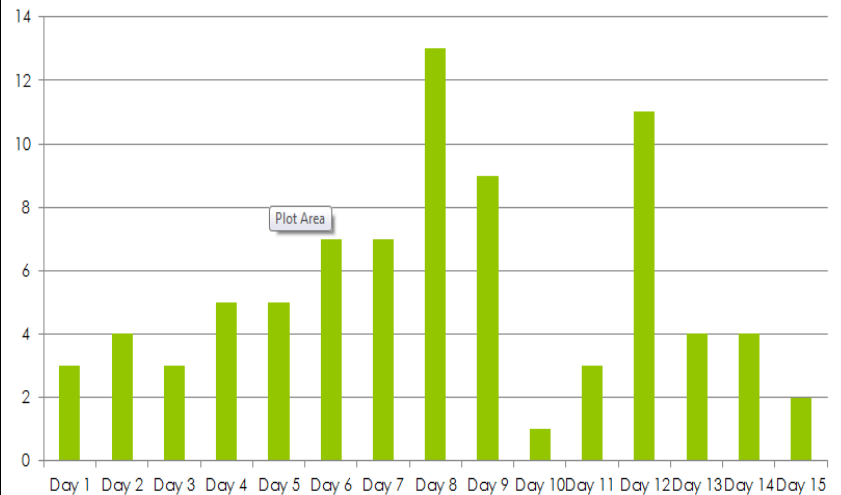
This is a KKH patient-centric initiative, aiming to improve patients' experience in outpatient clinics by reducing waiting time. Patients [Civil Service Card (CSC) or Medical Benefit Identity Memo] need not wait to make payments and may exit the clinics after consultation. Their invoices will be sent (including the follow-up appointment details) to the patients. This is apparent where repeated patients for outpatient clinic visits are required to do settlement at the billing counters even though they are using the same mode of payment from previous visits.

The objective is to devise a solution to enhance patient's experience with pre-validation of their accepted cards and discount patients' journey at billing counters.

- ❖ Improve patients' experience
- ❖ Patient may exit clinic immediately after consultation
- ❖ Bills will be sent together with the appointment information to the patients
- ❖ Ease queues at billing counters

This initiative will benefit a large population of our patients who are CSC cardholders. Based on data collection (Aug'12 to Jul'13), 84% (67,710) of outpatient bills are tagged to MCPS. MCPS online validation is also available for all FE staff to verify approval status for payment before billing.

## No. of Application Since Implementation

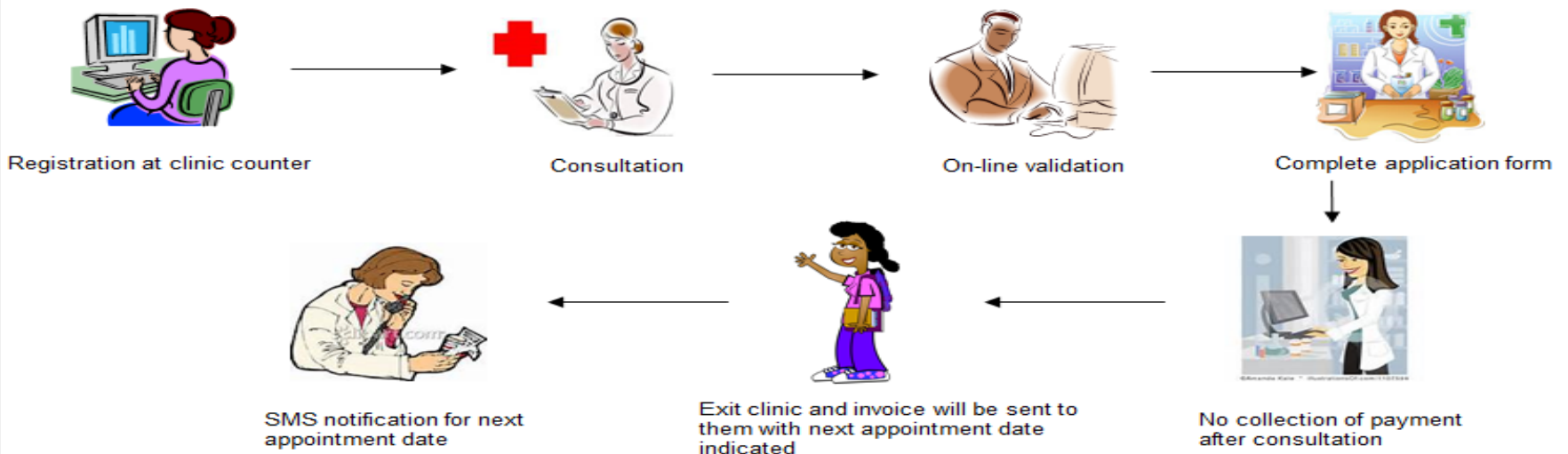


96 patients signed up for the programme within a month of the trial. Since implementation, the applications have been increasing and these patients have seen the improving in waiting time and appreciate the flexibility in rescheduling the next appointment date if need be.

## Implementation

The team had several brainstorming sessions with the clinic representatives prior to the implementation. The representatives from the pilot clinic concurred with the proposed workflow and felt that the initiative would prevent congestion at the clinic where patients who are CSC cardholders need not wait to make payments and may leave the clinic after consultation.

## Workflow for Fast Payment Scheme



## Tangible Benefits

- Clinics may use the 'savings' on the time & manpower at the payment counters to carry out other work improvement tasks at their convenient/preferred time.
- Less congestion at the registration counter during peak hour. This is made possible as CSC cardholders are allowed to leave the clinic after consultation.
- No more long waiting hours and they will be advised to use the various modes of payments for treatment under the non-subsidised items, whichever is convenient to them.

## Intangible Benefits

- Awareness for patients in which KKH is moving towards IT advancement and inculcating an improved patients experience.
- SMS notifications will be sent out to patients after the appointment dates are fixed.
- Patients may call to reschedule their next appointment if they are not available on the given date. The reduction in waiting time has greatly improve the efficiency of the staff where they can focus to better improve the work processes at their respective workstation.

## Acknowledgements

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KK Women's and Children's Hospital