



Shorter Waiting Time Lesser Calls

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Background

Appointment hotline received 302,827 calls in FY12 which is a 4% increase compared to FY11. The team anticipated that the rising call volume will affect the abandoned call rate if the manpower deployment were to remain unchanged. The team conducted a survey to collect and analyse the type of calls so as to identify possible initiatives to reduce calls.

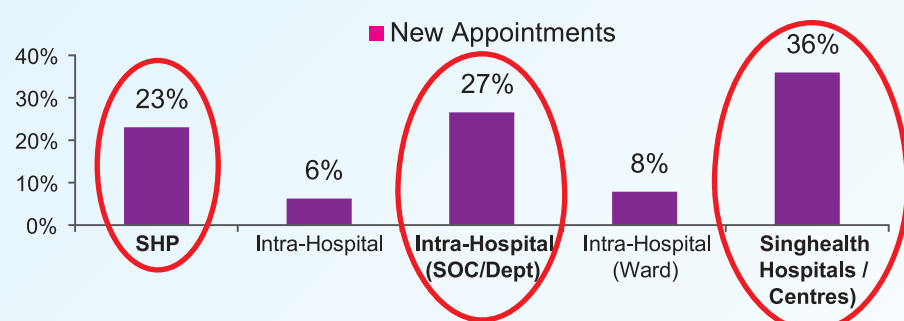
Aim

- Improve Patient experience by reducing waiting time for referrals at Polyclinic
- Reduce Appointment Hotline Call Volume
- Appointment Abandon Call Rate

↓ The **LOWER**
The **BETTER** ↑



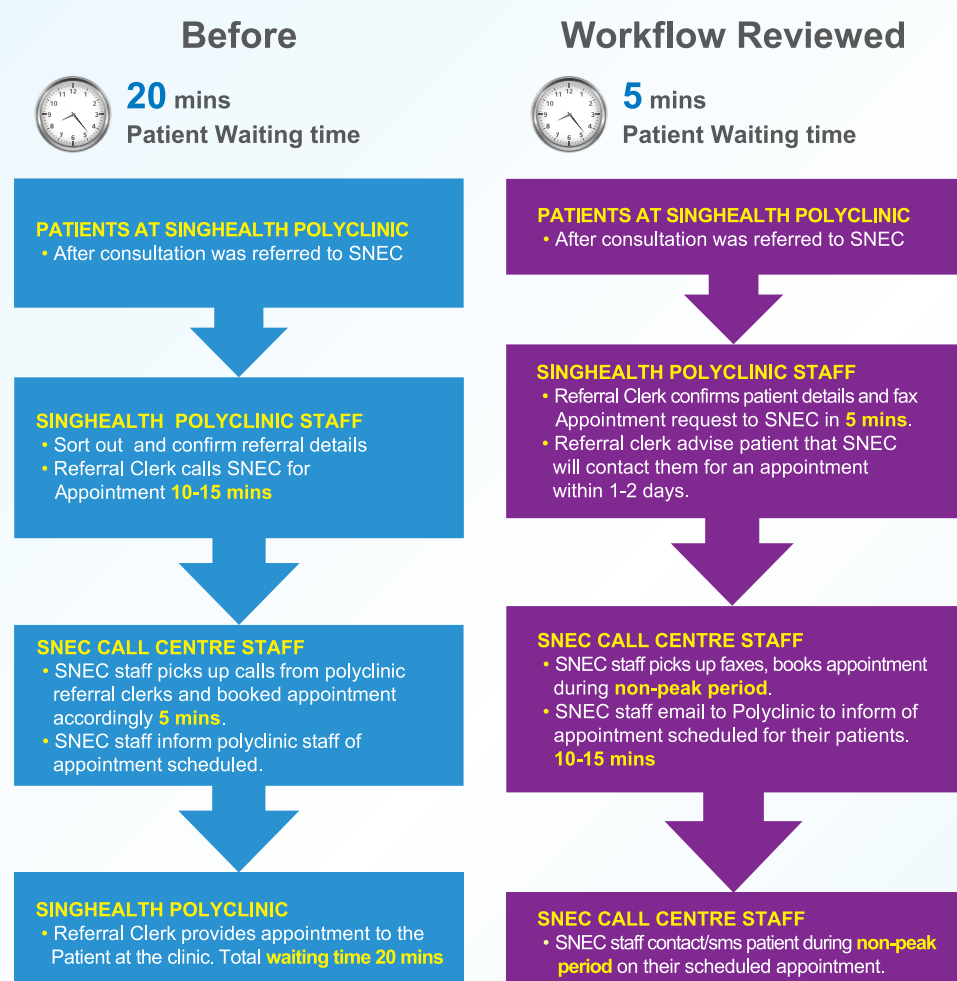
Methodology



Analyse the call source

Managing calls from SHP has greater potential of achieving our objective of reducing calls compared to the other sources.

Solutions

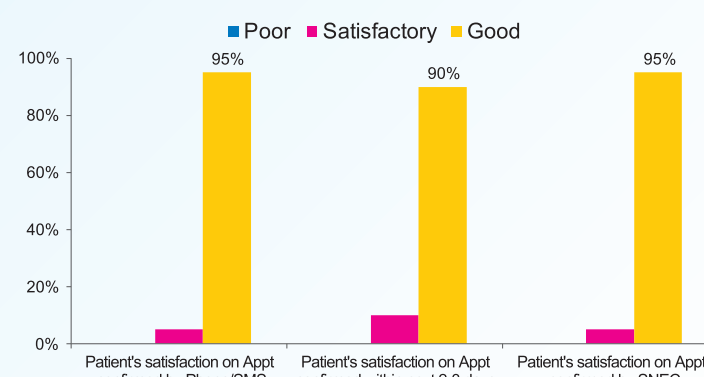


Results

Patient Waiting Time at SingHealth Polyclinic



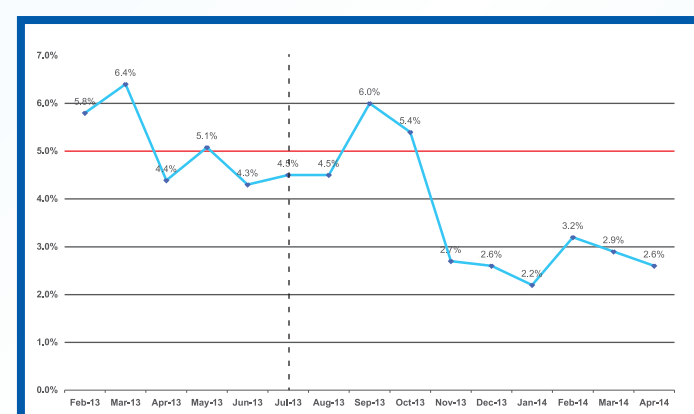
✓ Reduced from average **20** minutes to **5** minutes



✓ SNEC Appointment hotline call volume
% of reduction

FY13	Jul	Aug	Sep	Oct	Nov	Dec
% Call Volume reduction	8.7	9.1	9.8	11.4	7.7	8.3

✓ SNEC Appointment Hotline Abandon Call Rates
Meet less than 5% target



Conclusion

- This initiative improved patient experience by reducing their waiting time at SingHealth Polyclinics.
- There is an average of 8% Call volume reduction at Appointment hotline.
- Overall, it has improved SNEC Call Centre's performance on abandoned call rates.

Future work

The Appointments Access Task Force, SingHealth (AATF) was formalized in September 2013 with the objective to improve access for all stakeholders in obtaining, reviewing and changing appointments in SingHealth Institutions with the aim of creating a seamless experience for patients and a user-friendly system for staff. As a part of AATF, our future works include the following:

1. Polyclinic commenced making appointments directly in outpatient appointment system for SNEC and provides appointment dates to patients at Polyclinic with effect from July 2014.
2. Enable staff from different SingHealth institutions to directly book appointments in all institutions.
3. Develop interactive voice response system (IVR) to better manage incoming calls.
4. Review and streamline appointment rules.
5. Standardise the referral criteria between SHP and SGH Campus.