

## INTRODUCTION

Patients who are newly referred to LIFE Centre do not receive their appointments within two weeks after their referral letter is faxed out to the Centre. As a result, the Patient Service Associates (PSAs) in LIFE Centre have to deal with many phone calls from patients who call to enquire on their appointment dates.

## ANALYSIS

> 2 weeks required to give appointment date

Staff have to complete their rostered assignment first. As a result there is insufficient time to make those appointments during office hours.



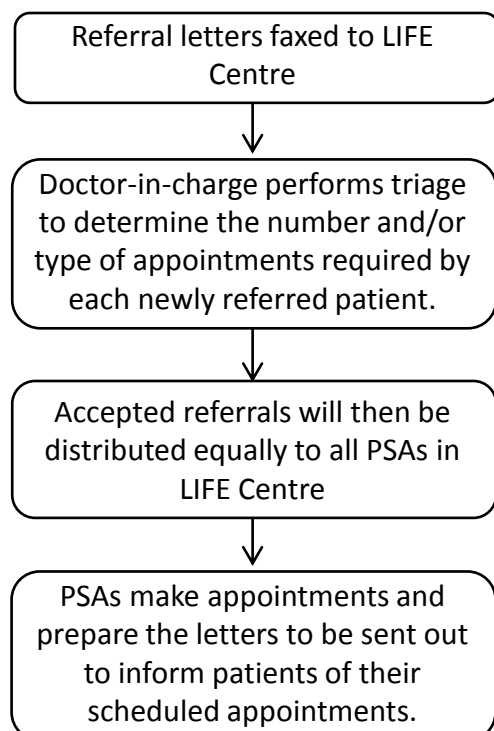
Staff who are on leave have no coverage to make the appointments. There is no dedicated staff to give appointments and a lack of ownership to complete the task

## GOALS / TARGETS

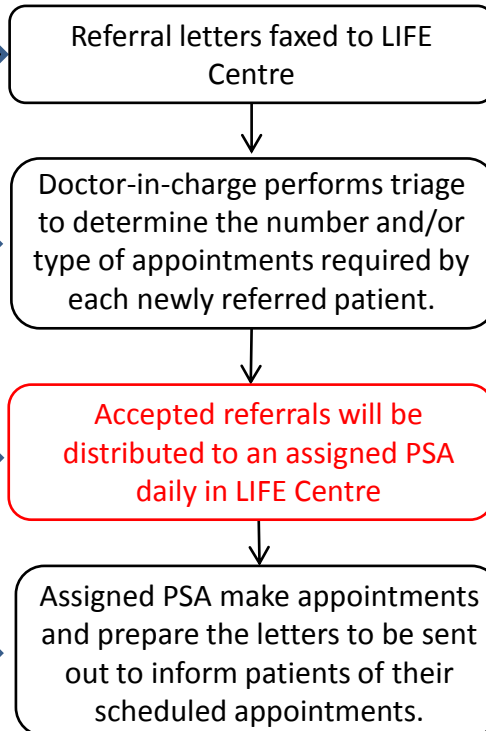
1. To ensure that 100% of newly referred LIFE Centre patients get their appointments within 2 weeks from date of referral.
2. To reduce the number of phone calls / enquires from newly referred LIFE Centre patients regarding their appointment dates.

## CURRENT SITUATION & PROPOSED SOLUTION

### CURRENT SITUATION



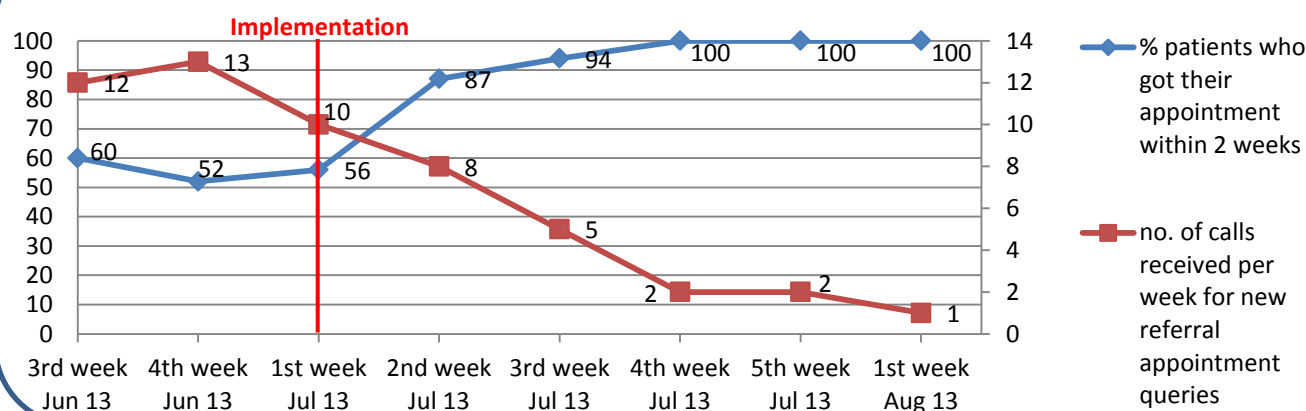
### PROPOSED SOLUTION



Job function is assigned to a PSA on a daily basis.

- 1) Staff is able to focus on assisting patients and no longer need to multi-task.
- 2) There is ownership and turn around time for confirming appointment is shorter.
- 3) Staff no longer need to spend extra time outside their regular office hours to complete this task.
- 4) Patient will be able to get a timely appointment to see the doctor.

## RESULTS



- 1) 100% of patients receive appointments within 2 weeks
- 2) The number of calls received per week for new referral appointment queries drop by more than 80%
- 3) Better staff satisfaction