



Polyclinics  
SingHealth

## Long registration time for patients

This project adopted the Six Sigma DMAIC (Define, Measure, Analyze, Improve, Control) methodology to reduce the waiting time for patient's registration with the implementation of Registration Re-Design from Level 1 to Level 2.

Who are the customer: Patients  
What do the customer want: Shorter  
Registration Time



## Reduction of Patient's Registration Time

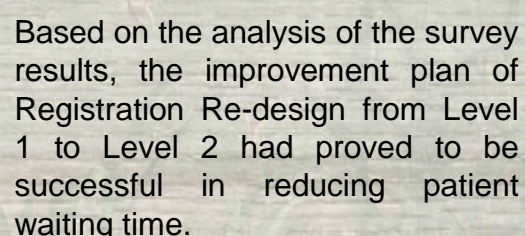
The process has been monitored using quality management tool - Waiting Time Survey to ensure that the performance could be maintained.

Pre and Post implementation surveys were conducted and analysis was conducted based on the following periods.

Jan 😡😡😡😡😡😡😡😡😡😡  
Feb 😡😡😡😡😡😡😡😡😡😡  
Mar 😊😊😊😊😊😊😊😊😊😊  
Apr 😡😡😡😡😡😡😡😡😡😡  
May 😡😡😡😡😡😡😡😡😡😡

Jun 😊😊😊😊😊😊😊😊😊😊  
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Aug 😡😡😡😡😡😡😡😡😡😡  
Sep 😊😊😊😊😊😊😊😊😊😊  
Oct 😊😊😊😊😊😊😊😊😊😊

👤 - 5 Mins  
👥 - 1 Min



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