



SMS Reminders For Outstanding SOC Bills

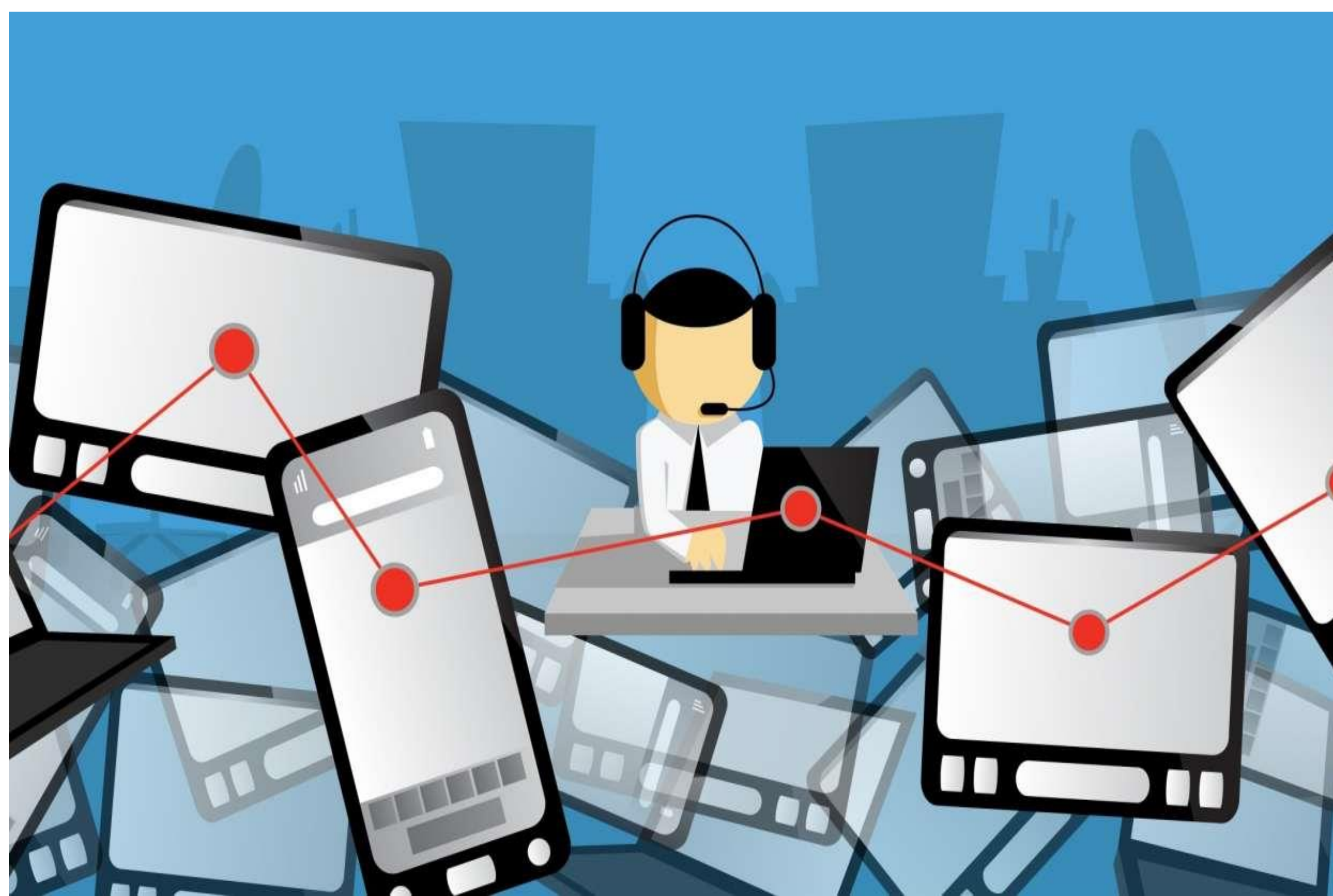
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Background

- Huge volume of cases, limited FTE resources
- FSS-AR manages 400,000 cases per month
- FSS-AR has 12 collection staff following up on self payer bills
- Existing resources unable to call all patients with outstanding bills

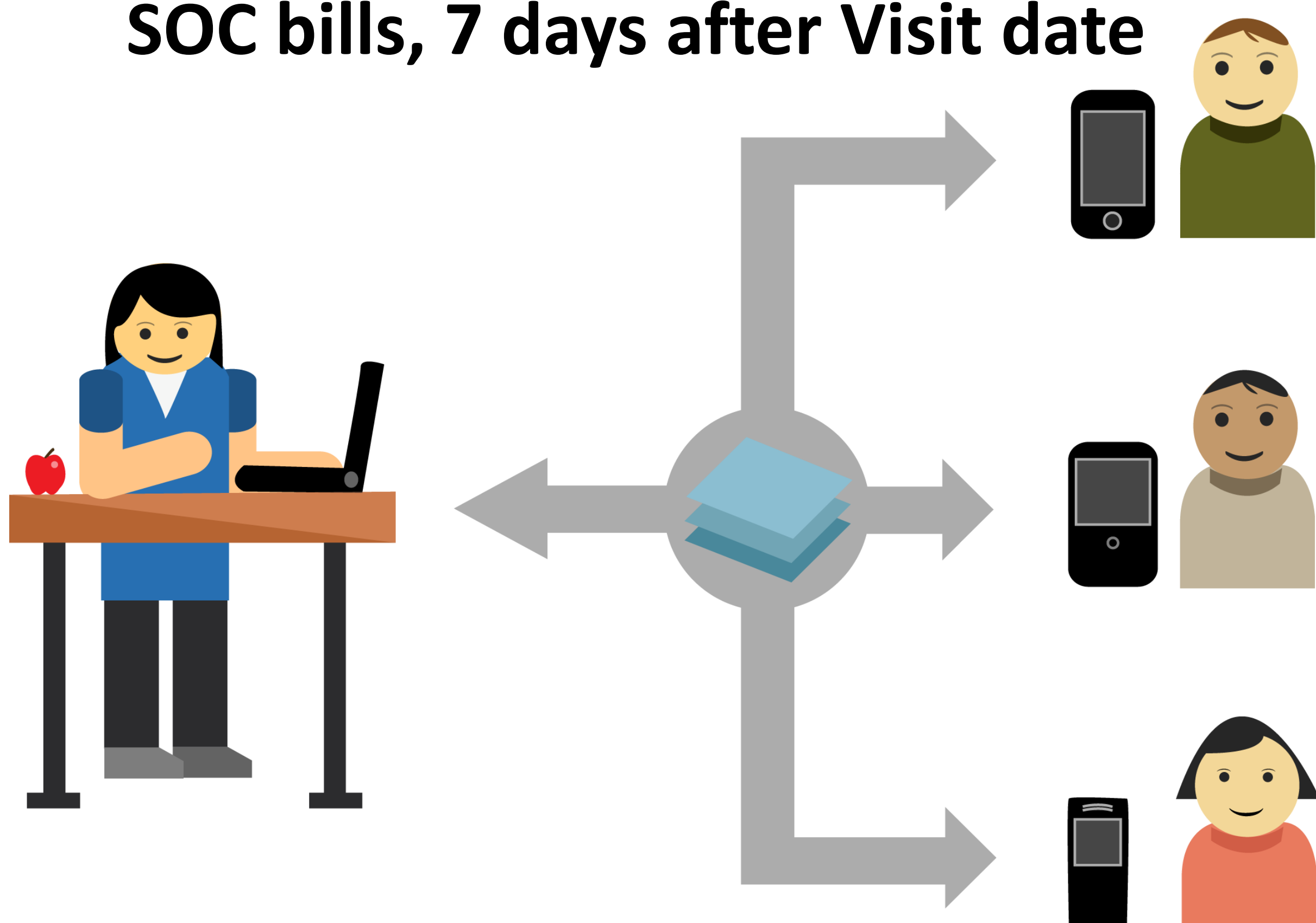


Methodology

- Using reports downloaded from system
- FSS-AR prepare SMS message to populate SMS template
- Parked into IHIS SMS gateway
- SMS sent daily through IHIS gateway

Solution

- SMS Reminders used as a productivity tool
- Sent to all patient with outstanding SOC bills, 7 days after Visit date



SMS Reminders

Institution	May 18
SGH	7,995
KKH	7,150
SKH	184
NCC	656
NDC	1,139
NHC	794
SNEC	1,284
Total	19,202

Patient with multi SOC visits in single day

- Receives only 1 SMS reminder per Visit date

Figure 1: Total number of outstanding SOC bills where SMS Reminders were sent in May 18

Results



Institution	Pre-SMS	Post SMS
SNEC	21%	27%
NDC	20%	23%
KKH	9%	17%

Figure 2: Pre and Post SMS collection rate, (Two weeks after SOC visit)

From Dec 2017, SMS Reminders was rolled out progressively to SingHealth institutions managed by FSS-AR. Bill collection rate improved across all institutions with this new initiative. Prior to SMS roll out, collection rate for KKH 2 weeks after visit date was 9%. The rate improved to 17% after SMS Reminders was rolled out.



Moving Forward

- FSS-AR to automate SMS sending
- To cover all case types including
- Inpatient Bills
- Day Surgery Bills
- A&E Bills

Conclusion

SMS Reminder is a cost effective tool to reach out to all patients to manage the outstanding bills. FSS-AR will continue to leverage on its scale to automate to ensure healthcare remains affordable.

