



# eDOCS: Scan Me Please!



Singapore Healthcare Management 2018

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## BACKGROUND

The practice of photocopying patient documents has been in place for years. Front-liners are required to photocopy patient's identification and business documents upon registration and payment for verification purposes.

These photocopied documents are filed in either patient medical case notes or Business Office (BO) folders, resulting in duplicate copies of the same documents created by various departments. The documents are sent to the Medical Records Office and BO, where allocation of physical storage space for the specific retention period is required. Retrieval of these documents for verification purposes will have to be manually traced upon request.

## AIM

1. Reduce registration time to improve patient experience
2. Eliminate dependency on manual documentation
3. Allow common document sharing across departments, reducing duplicates and multiple collection from patients
4. Provide a solution for storing electronic documents securely in a centralised repository instead of physical files being distributed to different departments
5. Ensure compliance with PDPA guidelines

## METHODOLOGY



A cross functional project team consisting of BO, Service Operations and Allied Health, was formed in **August 2016** to design the system – a centralized online repository leveraging on the existing Onbase solution for the Scanned Medical Records (SMR) system.

Documents were indexed to allow quick fuss-free retrieval of scanned information and reduced dependency on searching for physical case notes



### Project Roll-Out

#### Phase I: Business Office (June 2017)

- Backend scanning of Medical Claims Authorisation Forms (MCAF)

#### Phase II: Inpatient & Outpatient Frontline (August 2017)

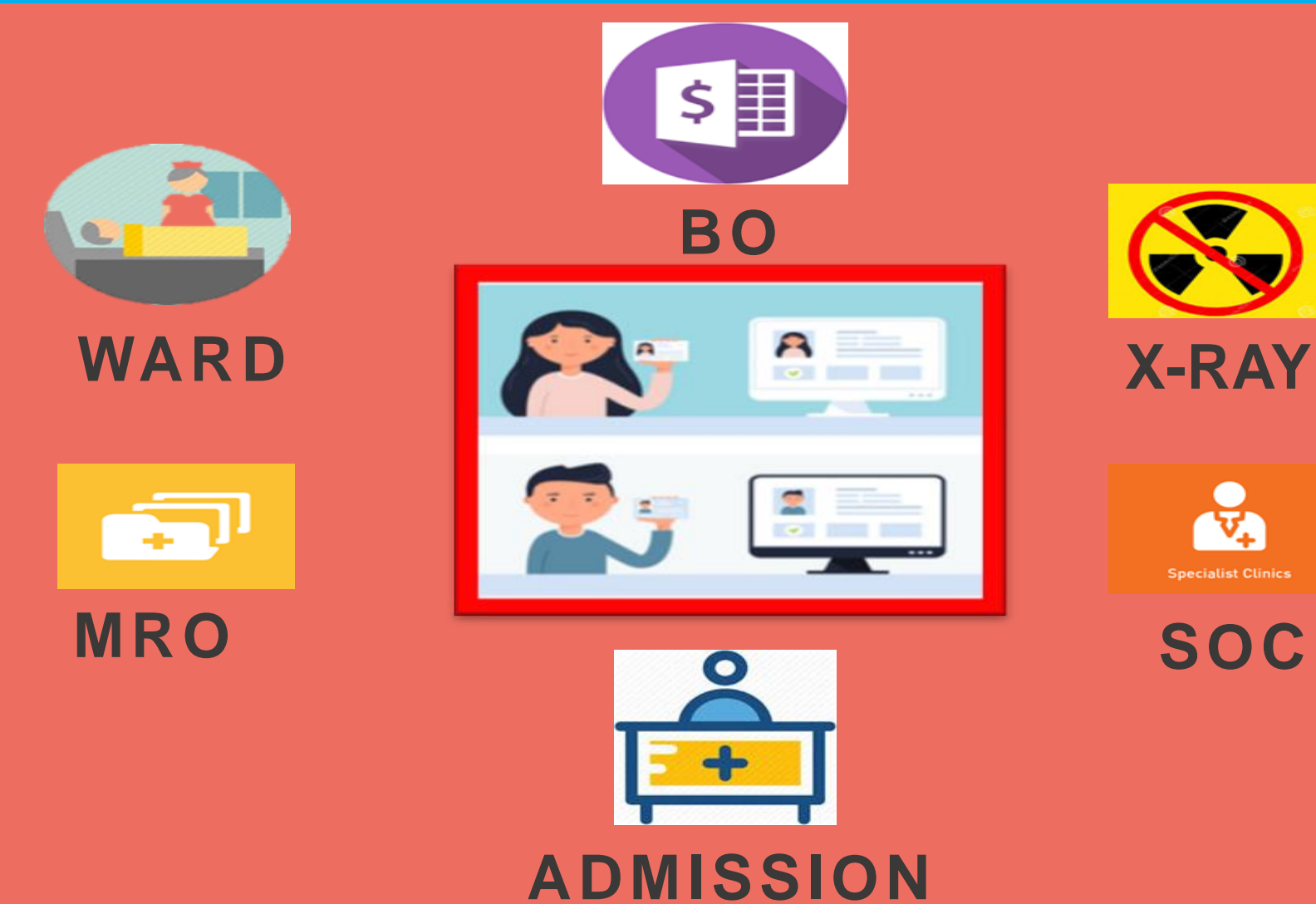
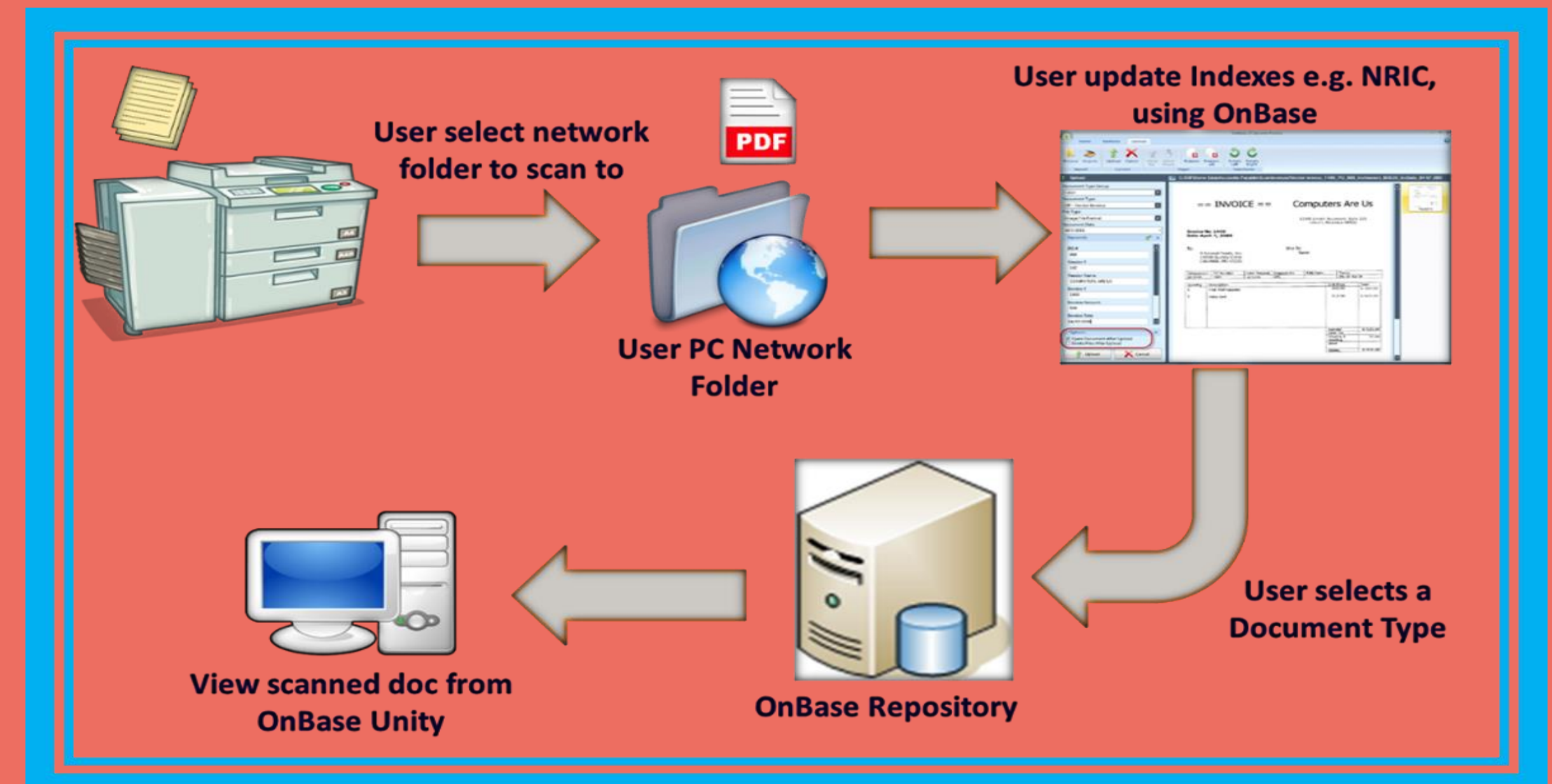
- Scanning of patient documents



Training was provided to 400 users



## PROCESS



## RESULTS

<p><b>Reduce registration time and improve overall patient experience</b></p>	<p>Patient documents are photocopied in the following:</p> <ul style="list-style-type: none"> <li>• Pre-admission counselling for elective admissions</li> <li>• Day Surgery, Endoscopy and Ambulatory Surgery</li> <li>• SOC Day Surgery</li> <li>• SOC New Cases</li> </ul>	<p><b>Total time savings/year</b> 2,065 hours OR 246 man days (1.5-3mins/saving case)</p>
<p><b>Allow sharing of documents across different departments</b></p>	<ul style="list-style-type: none"> <li>• Retrieve BO folder on BO – if not found, request from MRO</li> <li>• Verify patient ID document</li> <li>• Return case notes to MRO</li> </ul>	<p>Reduce turnaround for patient merge from 1-5 days to 1 hour per case</p>
<p><b>Improve process for merging of duplicate patient records</b></p>	<ul style="list-style-type: none"> <li>• Retrieve physical form stored onsite (30mins) – if form is not onsite, retrieve from warehouse (4hours)</li> </ul>	<p><b>Total time savings/year</b> 270 hours OR 32 man days</p>
<p><b>Reduce time required for MCAF (S) records retrieval in Business Office</b></p>	<ul style="list-style-type: none"> <li>• Not possible to identify last usage date of each unlimited MCAF (S) hardcopy forms stored in warehouse boxes</li> </ul>	<p>8 x A4 boxes storage space</p>
<p><b>Provide solution for storing and disposal of unlimited MCAF (S) hardcopy forms</b></p>		

## CONCLUSION

**CGH Patient Document Scanning Project** is a scanning and electronic form solution with a centralized online repository which aims to facilitate fast and secured access to scanned documents across departments, thus enabling an efficient and paperless environment, faster patient turnaround time at the counters for enhanced patient care and reducing inter-department dependency.

## SUSTAINABILITY AND SCALABILITY

The scalability of the OnBase system ensures that this solution can be extended to other institutions as all SingHealth institutions are using the SMR system on which this project is leveraging on. Cross institutional sharing of patient identity documents can be realized if more institutions take part in this initiative.