



1. BACKGROUND

In May 2017, the Ministry of Health (MOH) revised its policy to allow the use of Medifund for outpatient medical consumables. This was following an internal review in response to queries regarding whether it can be used to assist with outpatient medical consumables charges. Medifund beneficiaries, prior to the revision, had to apply for donation funding for their outpatient medical consumables. This affected their access to care, as the process usually meant a delay in their medical treatment. Beneficiaries also risked possible deterioration in their medical conditions.

2. AIM

To implement the use of Medifund for Medifund beneficiaries requiring outpatient medical consumables.



3. METHODOLOGY

To implement this policy change, a team of Medical Social Workers (MSW) and Executives from SGH Medical Social Services (MSS), reviewed and streamlined the work processes related to Medifund assistance for beneficiaries requiring outpatient medical consumables.

The team worked with various Allied Health Professionals (AHP) and Speciality Nurses to:

- 1 • Identify a list of medical consumables that fulfil the criteria set out by MOH for Medifund assistance
- 2 • Work out a billing process in the Maxcare system
- 3 • Create an order form to allow Speciality Nurses and AHP to prescribe the consumables.

This initiative was endorsed by the Hospital Medifund Committee. It was implemented on 1 August 2017. The revised workflow was then disseminated to relevant stakeholders.

4. RESULTS

1. A total of 326 Medifund beneficiaries no longer had to visit SGH MSS to apply for donation funding for their consumables. This freed up 326 hours of MSW appointment slots over one year period.
2. This initiative has helped SGH MSS to save 41 MSW hours, 7 frontline SWA hours, and 22 finance team hours each month.
3. The donation funding saved can now be rechannelled to assist needy patients with other financial needs.
4. This initiative has also facilitated prompt commencement of medical treatment. It has helped to allay anxiety of Medifund beneficiaries with regard to their access to treatment.

Time saved!

Money saved!

Anxiety reduced!

5. CONCLUSION

This initiative has brought about enhanced patient care and patient experience. This is in line with MOH's theme of providing patient-centric and seamless care.

