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INTRODUCTION

Medical Social Service (MSS) appointments were managed on a different appointment system from the hospital appointment system, and patients needing social services had to call different numbers to book appointments. Social Work Assistants (SWAs) were then managing the MSS appointment line. To make appointment making hassle-free for patients and to right-site services, a team of MSWs initiated this project to streamline the process, by transitioning the Medical Social Service appointment line to the main SGH appointment line, and for MSW appointment scheduling to operate in the SingHealth Outpatient Administrative System (OAS) environment.

Aim

To streamline the appointment making process for patients to see Medical Social Workers (MSWs)



METHODOLOGY

In carrying out the project, the team engaged the following parties:

SGH Call Centre

• to understand each department's appointment making process

SOC OAS team

• to set up an appointment system in the OAS and queue system

AHD and IHIS

• to budget for the setup of the Interactive Voice Response (IVR) and queue systems respectively

Vendors

• to establish IT requirements for the above setup

- Training materials were developed, and training was provided to SGH Call Centre staff and MSS department on the revised processes
- A channel was established to provide support to our Call Centre colleagues post-implementation.

RESULTS

1. This project has led to a savings of 15 work hours per day; the workforce previously needed to operate the MSS appointment line has been redeployed to other work.
2. The project has brought about a single contact point for patients to make appointments in SGH; patients now receive SMS reminders for MSW appointments.
3. Hospital staff could have a holistic view of patients' appointments in one system.
4. These improvements suggest improved patients and staff satisfaction.

CONCLUSION

- This initiative has resulted in a seamless journey for patients and staff
- It is consistent with our organisation's goals, which are to achieve person-centric care, while ensuring resources are optimised to enhance care delivery.