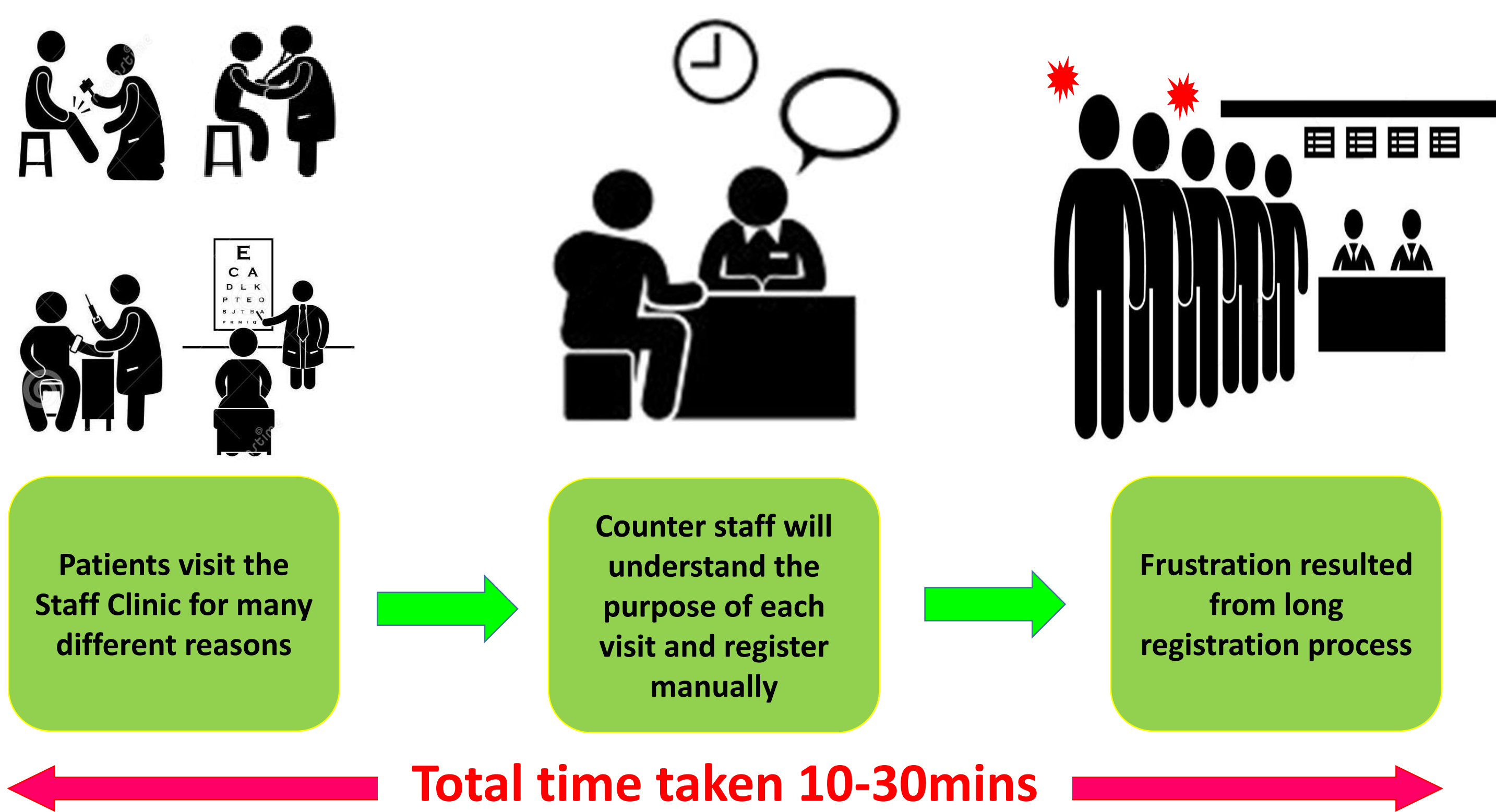




BACKGROUND

Patients walk into Staff Clinic for many reasons, such as pre-employment / post-retirement medical checkups, exposure management, vaccination or simply because they are unwell.

With the different profiles of patients served in Staff Clinic, counter staff need to assess the purpose of patient's visit before creating walk-in visits in the registration system for every patient. This results in long registration time and frustration when the waiting time to see the doctor is prolonged.



Problems and Issues

- ✗ Long waiting time for registration
- ✗ Counter staff overwhelmed with high workload for registration
- ✗ Possible delay in attending to urgent / genuinely unwell patients
- ✗ Remaining time for doctor's consultation compromised

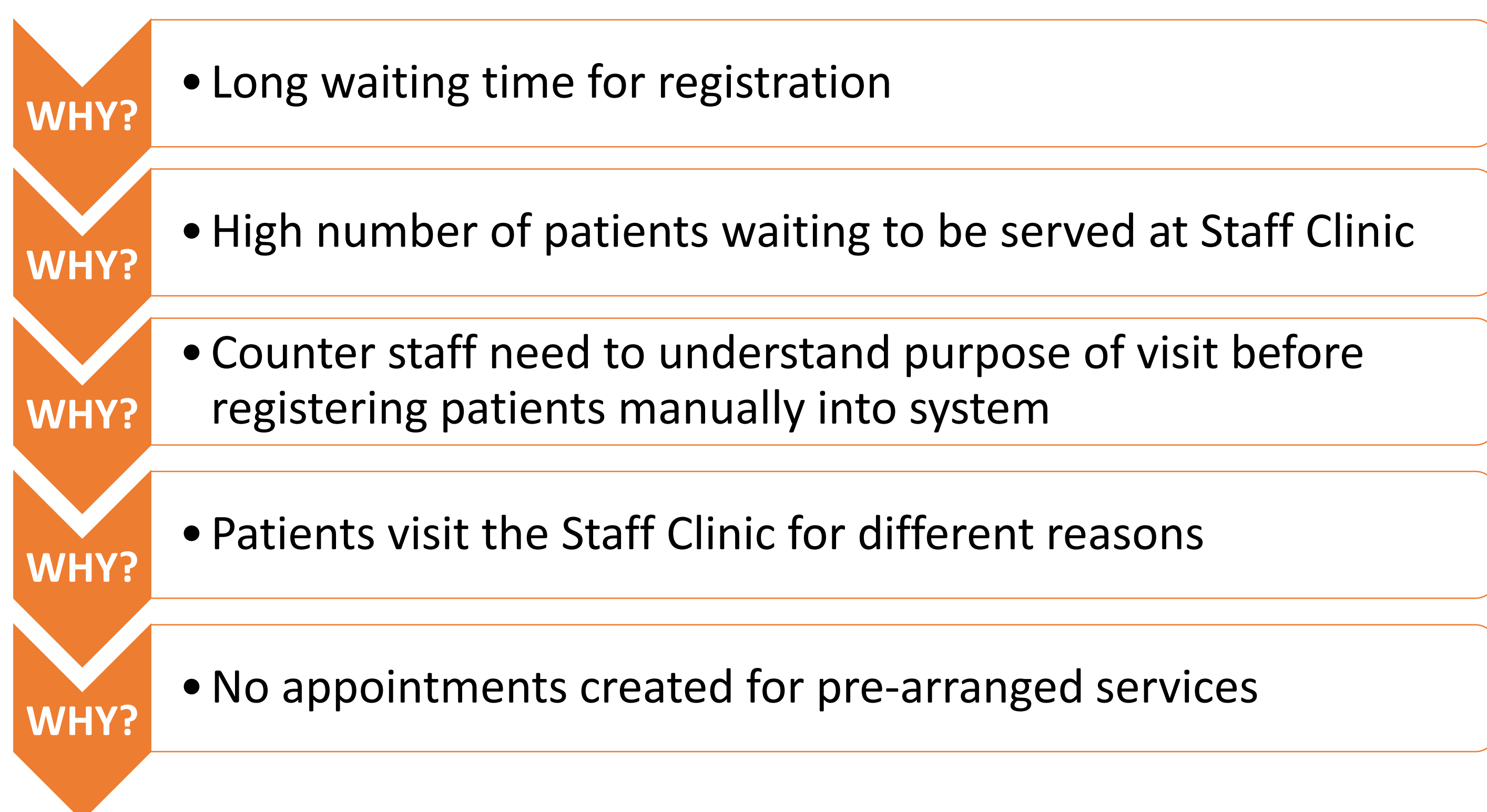
AIM

To streamline the registration process for catchup vaccination exercise in Staff Clinic, improving productivity and efficiency of counter staff.

METHODOLOGY

The team reviewed the whole process of registration in Staff Clinic, making reference to the existing workflow in current Specialist Outpatient Clinics (SOC).

The 5 Whys helped derive the root cause which pointed to a lack of appointment scheduling for pre-arranged services.



Change Process

- For pre-arranged services such as the catchup vaccination exercise, Staff Clinic requested institutions to send their staff list before sending their staff to the clinic
- Vaccination resource is setup in the appointment system
- Appointments are booked into the system directly at least 5 working days before staff arrives at Staff Clinic
- A laptop was used to set-up as a 'self-registration kiosk' at counter for patients to self-register their appointments upon arrival
- For rescheduling and booking of subsequent vaccination appointments, patients use HealthBuddy application

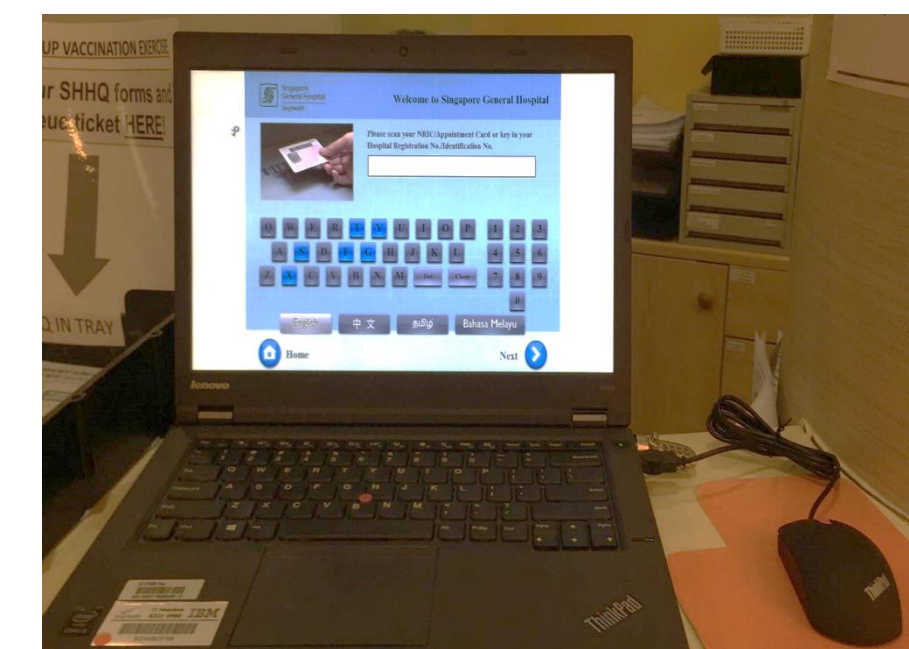
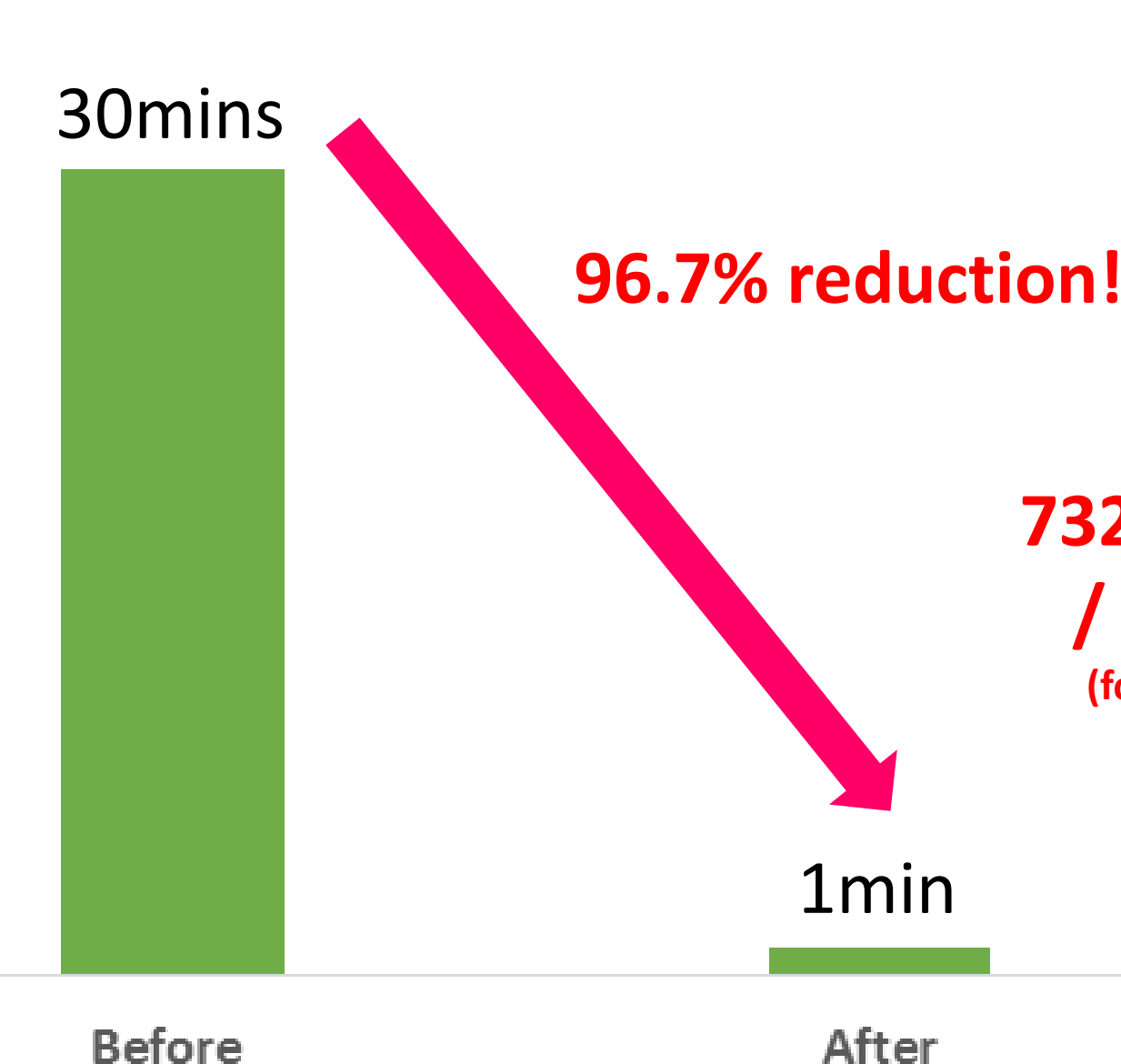


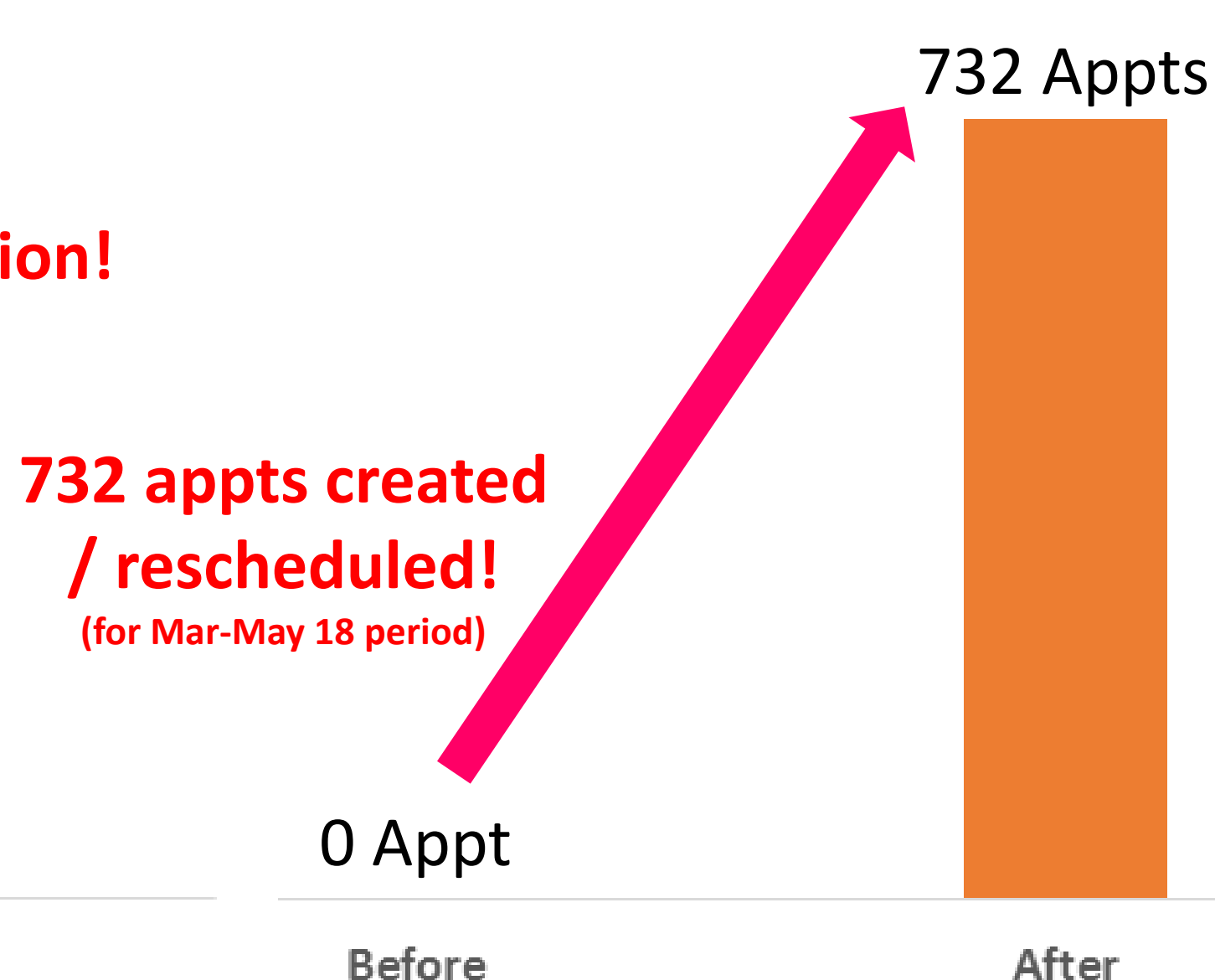
Fig.1 'Self-registration kiosk' setup using a laptop

RESULTS

Waiting Time for Registration



E&M Take-Up Rate



Tangible Results (from Mar 2018 onwards)

- ✓ Reduced waiting time for registration
- ✓ Increased in E/M appointment take-up rate in HealthBuddy

Intangible Results

- ✓ Greater staff satisfaction due to the increased productivity for registration and appointment management
- ✓ Greater patient satisfaction as they are able to manage their vaccination appointments according to their own schedule
- ✓ Greater staff optimization as appointment bookings are supported by staff from other areas, allowing Staff Clinic to function more efficiently with the limited resources available

CONCLUSION

With the implementation of an appointment booking system, registration process for catchup vaccination exercise is improved. Following the success from catchup vaccination exercise, the team will move forward to adopt the same approach for other pre-arranged services such as pre-employment / post-retirement medical checks.

Through this initiative, staff and patient experiences are greatly improved, which is in line with SGH priority to **innovate and streamline processes for enhanced productivity.**