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Leveraging on Technology to Empower Parents in booking Immunisation appointments via Self Service Kiosk



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AIM

To reduce disruption in immunisation workflow
To improve efficiency in the entire immunisation process

Background

Nurses need to toggle > 3 IT applications during the immunisation process to check immunisation history, document immunisation record, document service & charge codes and book future appointments.
Parents can be indecisive on future appointment and will go in and out of the immunisation room to check with other caregivers which prolonged the Immunisation process.
Pre-implementation survey findings found that it takes about 25 minutes for whole vaccination process.

Implementation

Details of future appointments were informed to parents and stamped on the child's Health booklet.
Booking of future appointments were directed to the kiosk located outside the immunisation room and in front of the Patient Service Associate (PSA) counter at the Child Wellness Suite.
Parents referred to the Health Booklet appointment details to book their child future vaccination appointment.
The PSA will guide parents who are unfamiliar with the kiosk

Parents' Feedback

'It is convenient and simple to make the appointment on the kiosk'-Mdm N
'We could choose the dates that we prefer from the screen.
Easier that way.' Mr C

Results

All future appointments were made on the same day at the kiosk by parents .
Child Immunisation Appointment Kiosk's Usage increased from 26 to 862 monthly.
Nurses saved 1hr 30m everyday by not booking appointments for parents.
429 annualised hours was saved = 1.7FTE annualized manpower saving = 5 appt slots for immunisation.

Conclusion

There is less disruption in the workflow, nurses are more efficient and focused and can spend more time to advise parents on vaccinations schedule and child health issues.
Parents are empowered in booking future appointments via the kiosk.
Nurses' job satisfaction was enhanced due to streamlined work processes.

