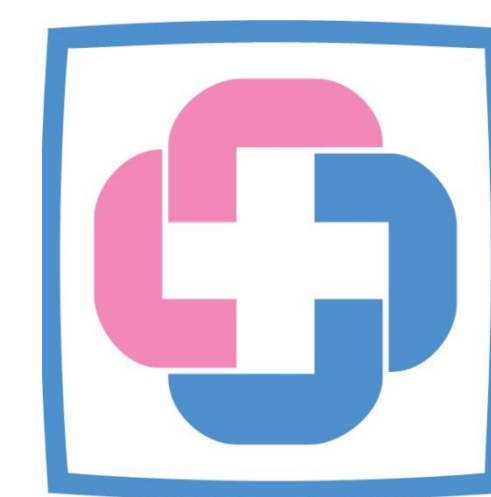




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# Counter-less Medical Report Application via Other Modes of Payment

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## Background & Opportunities

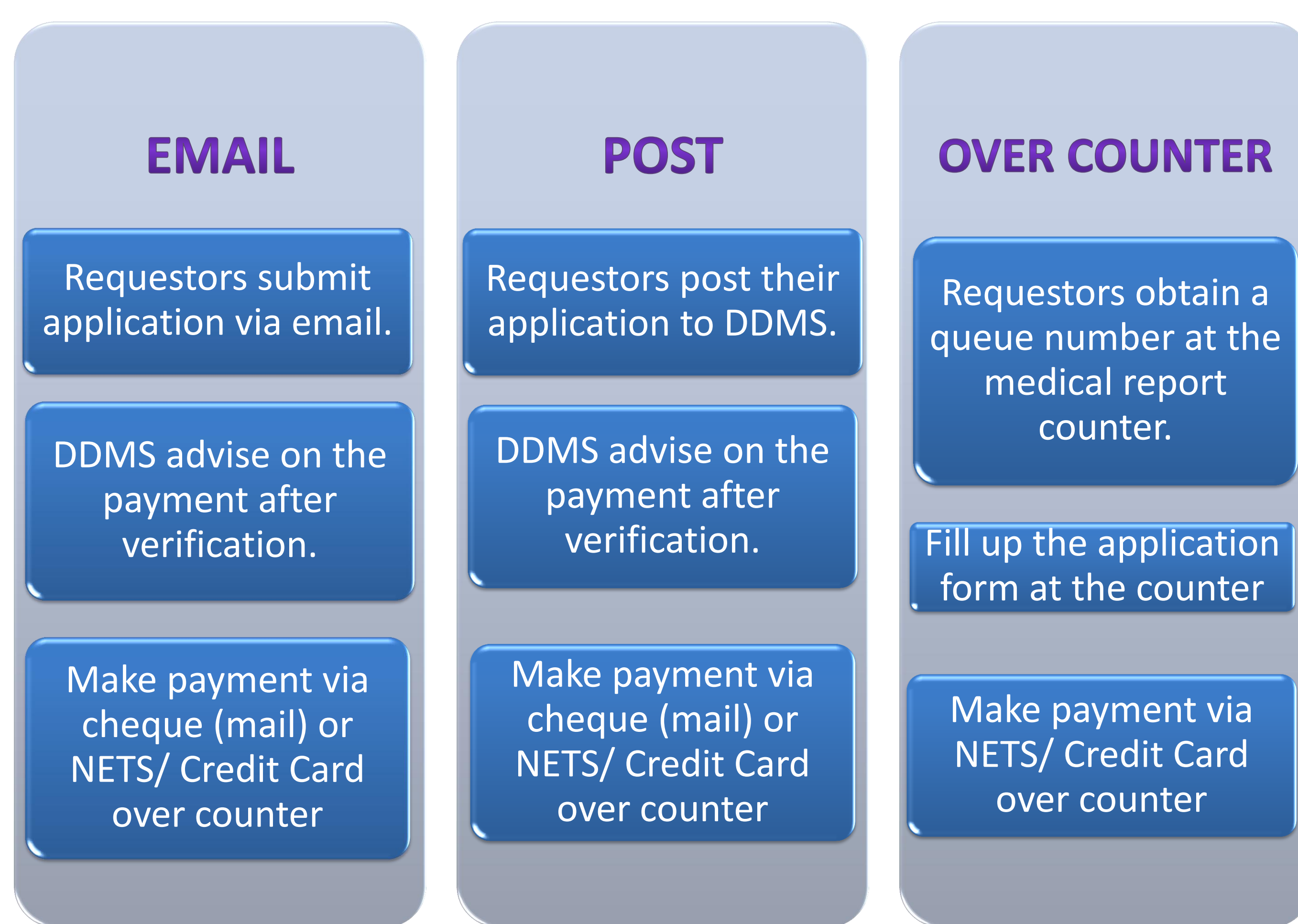
Previously, Patients/ Caregivers who require medical reports may apply via the following modes: over the counter; by email and by post. Subsequently they have to make payment for the reports via cheques, or over the counter using NETS and credit card payment.

This inconveniences the patients/ caregivers as they have to make a trip down to the Hospital to make payment.

## Solutions

The team used process maps to determine the improvements required for the entire medical report request process. We implemented payment via PayLah! and iBanking to make it easier for the patients/caregivers as they can make the payment online at their own convenience.

This also facilitates the closure of the physical medical report counter at the Hospital.



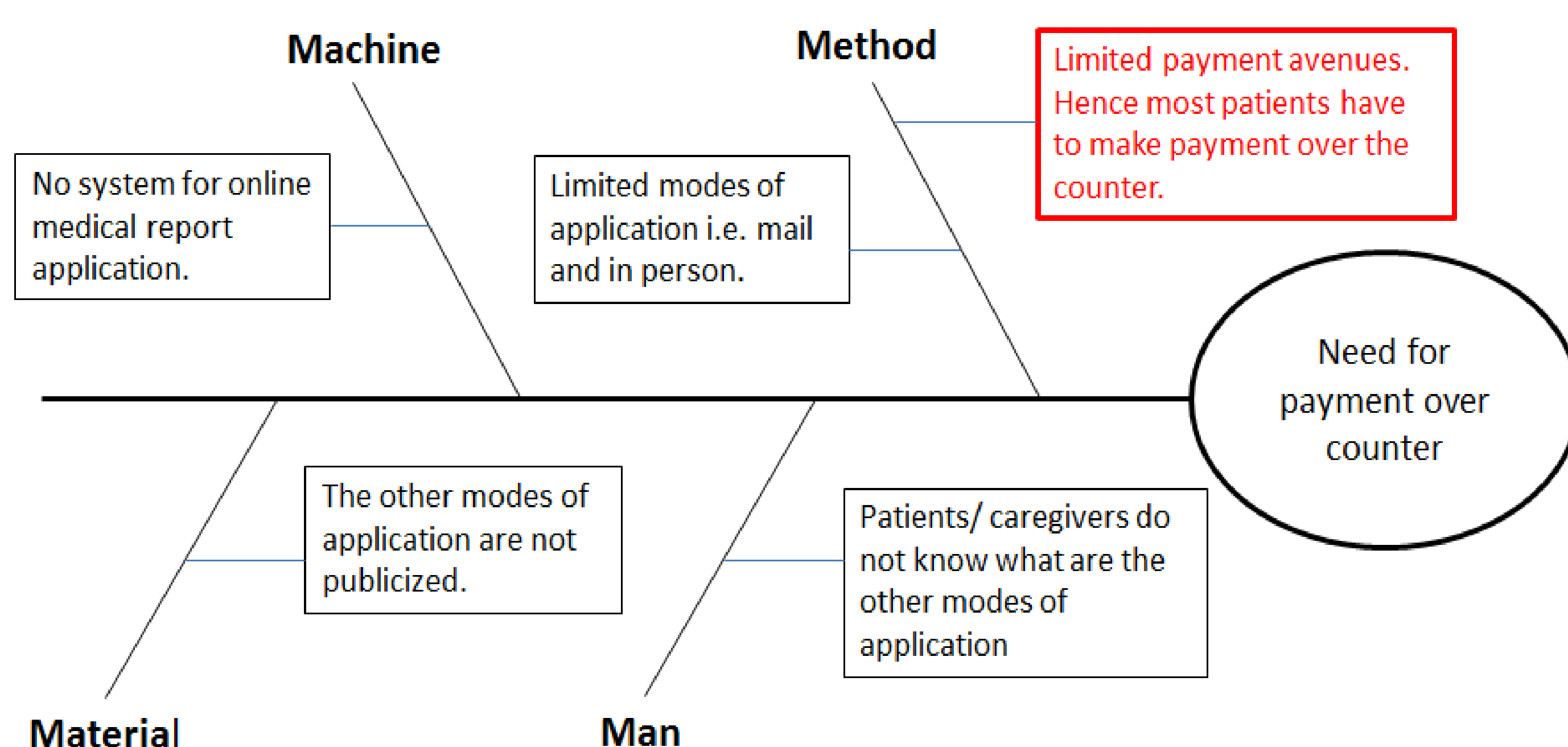
Requestors required to travel down to Hospital just to make payment.

## Aim

The aim of this project is to provide more convenience to requestors who wish to apply for medical reports by providing other modes of payment, without having to travel down to the Hospital.

## Root Cause

The team used the 'cause and effect' diagram to brainstorm and categorise the possible causes in order to identify the root cause(s) of the problem.



One of the main causes identified was the lack of online payment avenue. Thus most patients have to make payment over the counter.

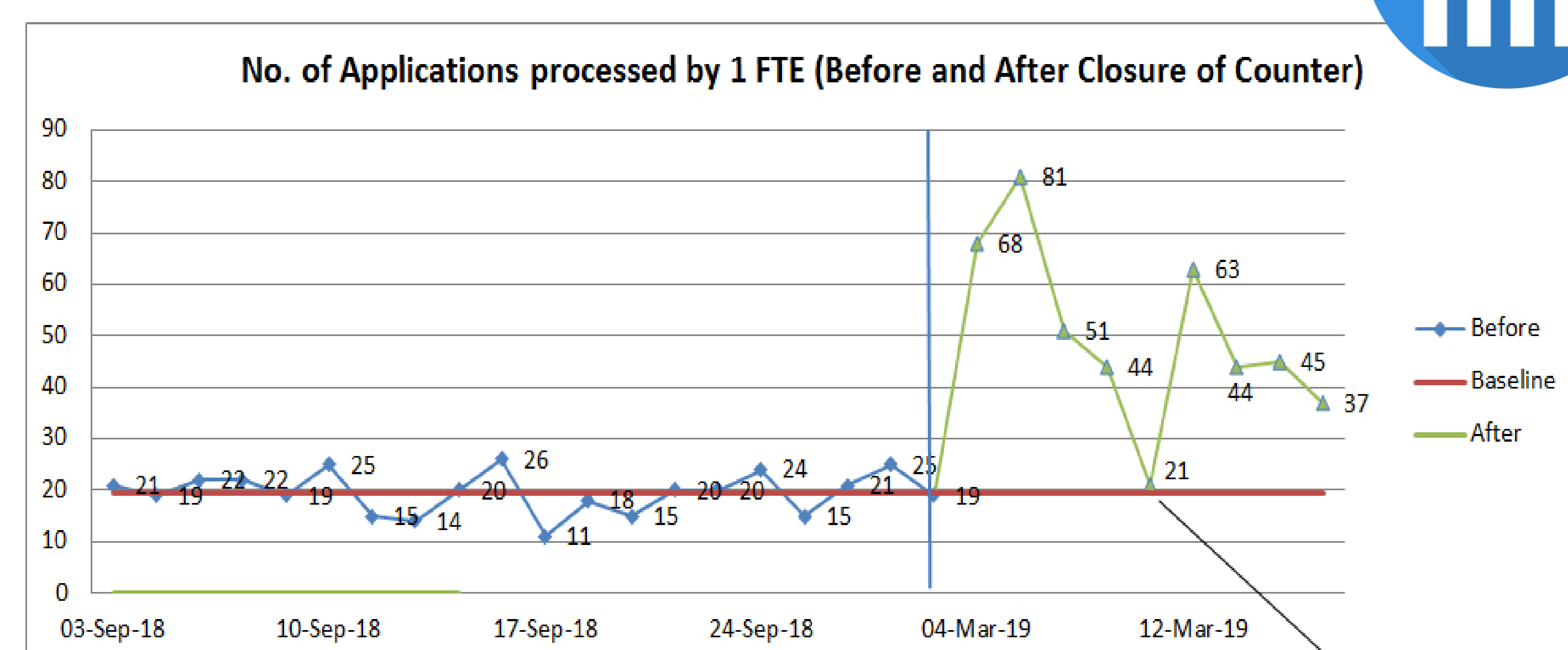


## Results and Conclusions

Since the implementation of PayLah! and iBanking in December 2018, the average online payment transaction per month is around 300, which is equivalent to the over-the-counter payment transactions before the closure of medical report counter.

The team has thus successfully transited the payment mode for medical report application from counter-based to online-based.

In addition, productivity has improved as the number of applications processed by the same staff increased significantly within 6 months after the closure of counter.



Staff was assigned to other duties for half a day