



Singapore Healthcare
Management 2019

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Singapore
General Hospital
SingHealth

Robotic Engineered Enveloping

BACKGROUND

Business Office processes an average of 14,000 inpatient bills per month:-

1. Bills are sorted and checked for correctness and accuracy.

2. Bill sets are stapled, collated and manually-folded or

3. Single-handedly fed into an inserter machine to be enveloped.

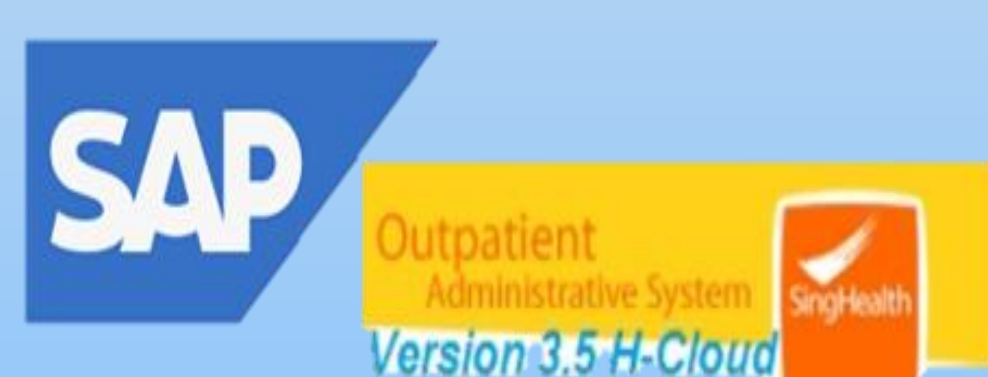
4. Error in inserting or stapling wrong patients' bills in envelopes occurs when human fatigue sets in.



AIM

1. Address potential risk of mailing patients' invoices to incorrect patient
2. Protect patient's sensitive / confidential data and comply to PDPA policy
3. Operational excellence and efficiency through automated mailing solution
4. Better service delivery and patient's experience

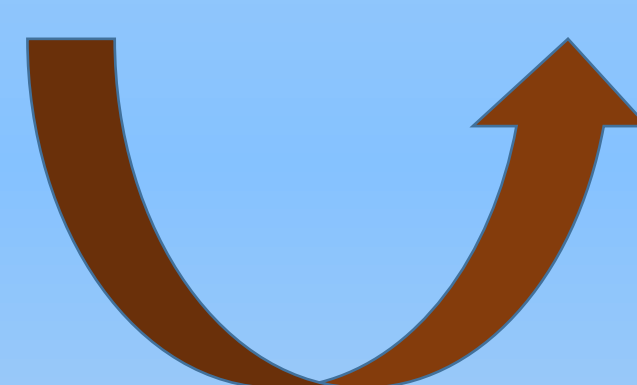
METHODOLOGY



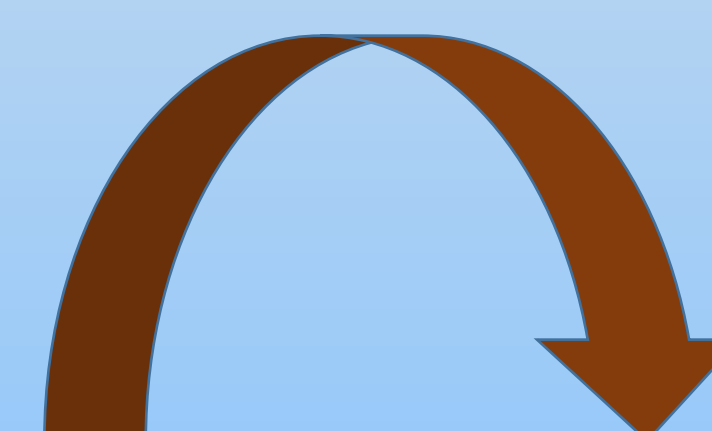
The billing systems generate patients' bills in PDF format and send them to a Web-Based Intuitive Multichannel Communications Management Software



The software sorts and collates documents to avoid sending multiple items to the same recipient. It embeds a 2D code on the output documents to be read by the envelope inserter. Users can also personalized documents and deliver them to the right person, at the right time via their preferred channel.



2D code is printed on each bill.



Bills are then loaded onto the folding / inserting machine that has a optional scanner to read the 2D codes printed on these bills. This allows us to efficiently process multi-page invoices.

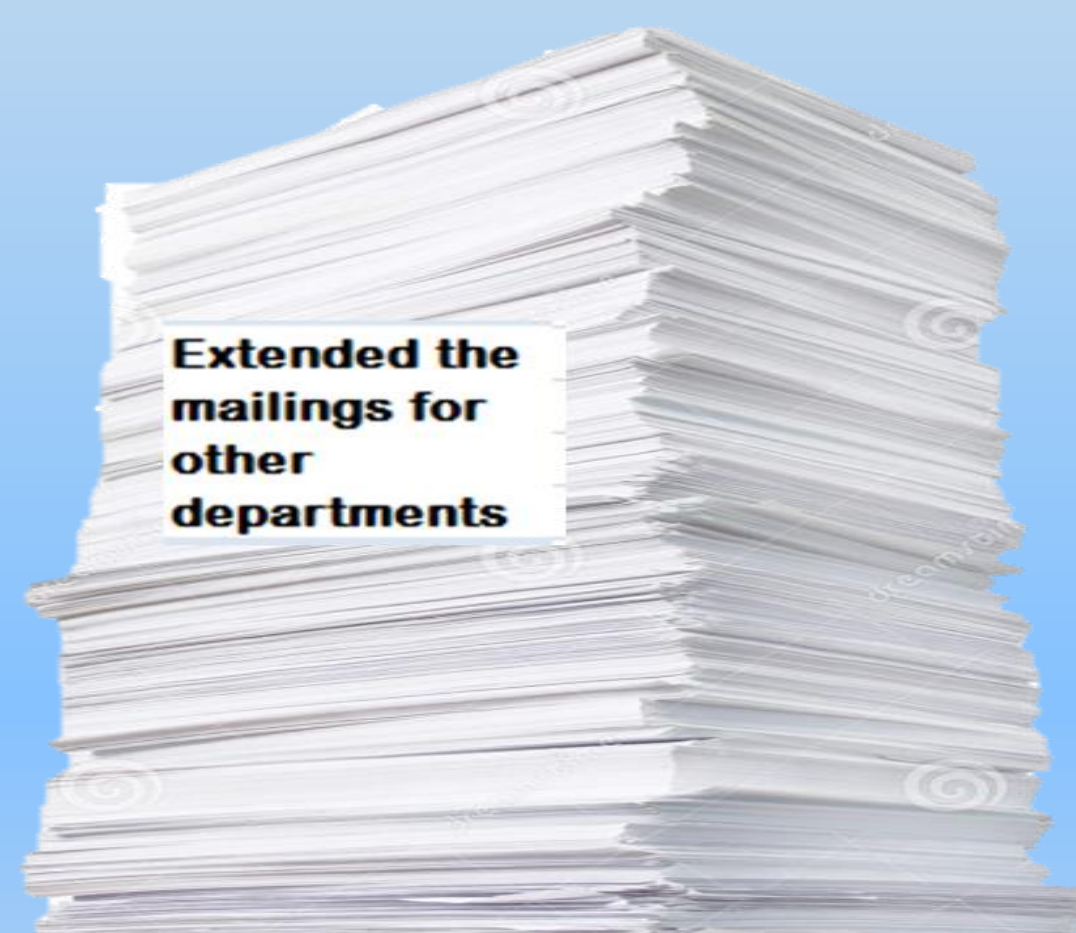
RESULTS



Data Confidentiality



Extended the mailings for other departments



Manpower Scalable



CONCLUSION

The project is highly successful as it achieve the targeted KPIs. It has met the objectives and met PDPA compliance; with a faster turnaround for patients to receive their bills within 3 days.

The time taken to envelope the bills is also significantly reduced by **72 hours** per month, thus maximizing overall productivity and efficiency.