



**Singapore Healthcare
Management 2019**

Pay Your Bills.. The 'SPEED-Y' Way!

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**Polyclinics
SingHealth**

Introduction

With many DIY services available, SHP wanted to challenge the norm to provide an even faster and safer way for patients to pay their bills. This fuelled the team to rethink processes and introduce **SHP SPEED Pay***

Safe: Transacts in a secure B2B platform. Patient is well informed of the status through SMS

Patient Centric: Improves value to patient through a more effective payment workflow

Efficient: Expedient and seamless

Easy: 1 time sign-up only and bill payment is done automatically

Direct: SHP initiates payment request to bank directly. No actions are required from patient.



Results

Based on current signed-up of 1200



**\$198K
Collected**



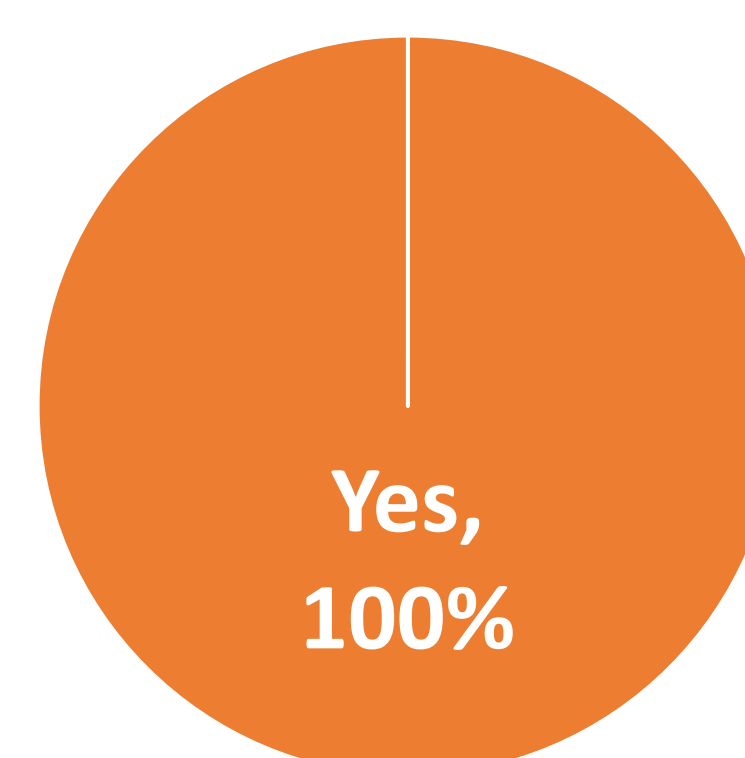
**5,000
Bills Paid**



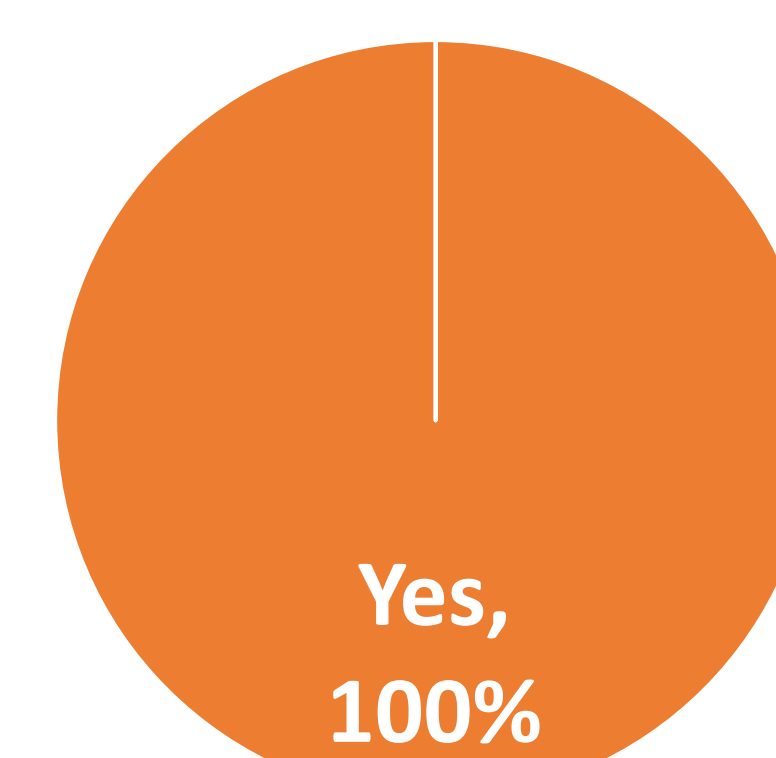
\$26K operating cost savings
E.g. manpower (0.2FTE), finance charges etc.

What do patients think about SHP SPEED Pay?

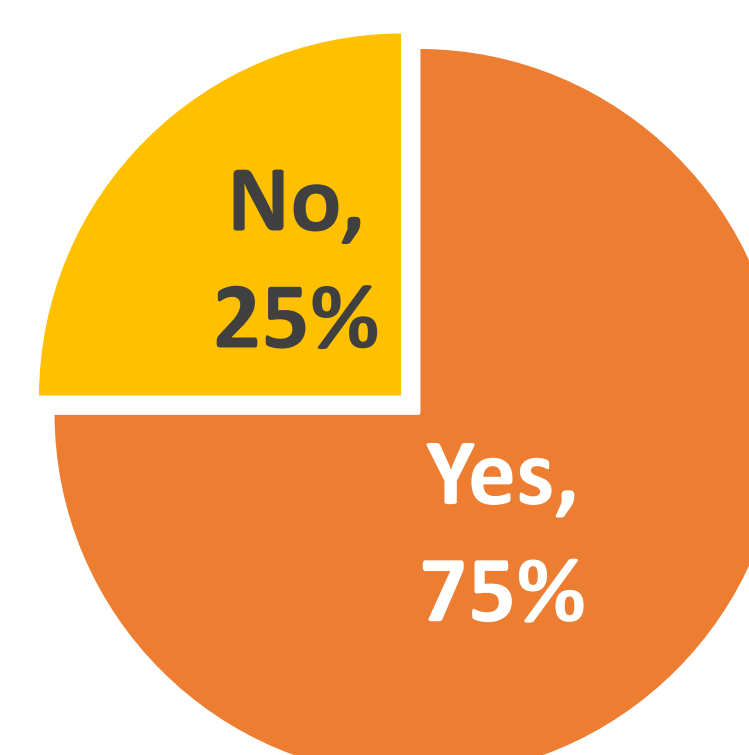
Sample size of 20 patients



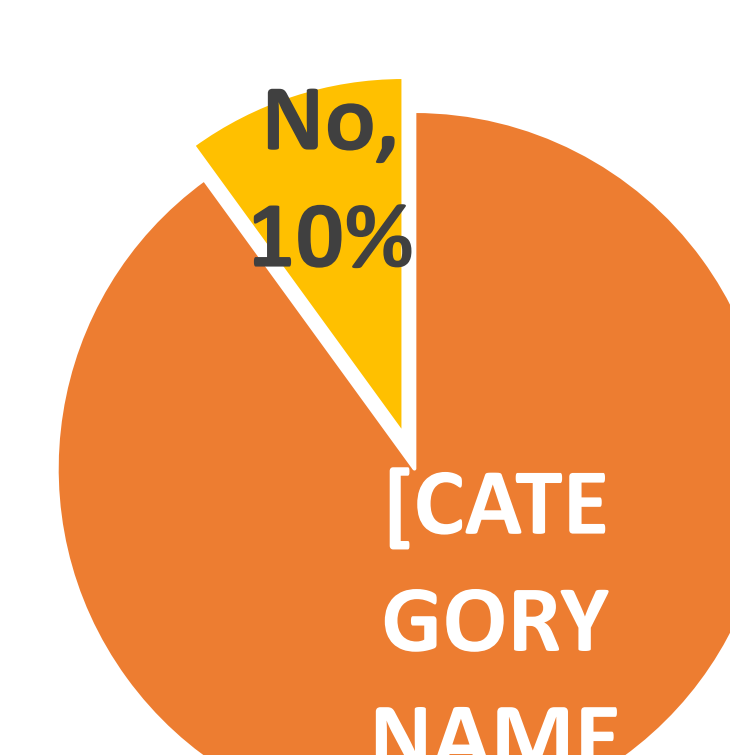
Do you think you save your waiting time in payment counter if you sign up SHP SPEED Pay?



Would you sign up for SHP SPEED Pay if you get rebate on your medical bills?



Would you sign up for SHP SPEED Pay if the sign up process leverages on electronic platforms such as iBanking and approval is granted immediately?



Would you recommend your family and friend to sign up SHP SPEED Pay given the mentioned benefits?

Objectives

SHP SPEED Pay offers many exclusive benefits to both patients and SHP. We aim to maximise these by increasing the take-up rate of **SHP SPEED Pay**.

PATIENTS



- It's free! No application or transaction fees.
- Saves the hassle of queuing for payment.
- Peace of mind with automatic deductions.

SHP

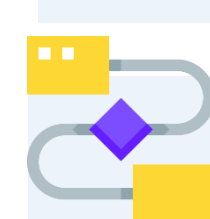
- Proactive payment mode.
- Lower business cost & savings are passed on to patients through 2% rebate upfront.
- Manpower savings.

Methodology**



Behavioural Approach

Incentivise patients to sign up by giving **bill rebates of 2% upfront**



Enhanced Workflow

Streamline application process for **greater convenience** to patients by introducing e-sign up eg: pre-filled form, iBanking to shorten the application process



System Update

Work with IHIS to **enhance the system for seamless integration** without intervention, and work closely with external partners such as the banks



Marketing & Publicity

Increase awareness and reach out to more patients

Conclusion

SHP SPEED Pay is an effective and seamless payment mode which brings about convenience to patients as well as greater efficiency and cost savings for SHP.

Future Plans

Target Sign Ups: 10% of SHP Patients (53K)



Using IT as an enabler

- Replace manual forms and processes with online application methods
- Notify patients on application/deduction status via timely SMS
- Eliminate backend processes and reconciliation works through seamless integration of data between the banks and SHP systems

Change mindset and work culture

- Set a precedence in integration of systems as the prime consideration
- Minimise or eliminate human touch points

Projected Results

**10 years Net Present Value
@ 5% discount rate = \$4.02M**



Est.\$8.4M Collection



Est. 213K Paid Bills



Est.\$521K operating cost savings
E.g. manpower (8FTE), finance charges etc.

*SHP SPEED Pay leverages on DDA (Direct Debit Authorisation) offered by major local banks

** Some of the works are still in progress