



Centralisation of cash payments in MSC to drive new payment initiatives – Cashless & Drop and Go

Singapore Healthcare Management 2019

Clara Lim Ying Hong, SOC Operations, SGH
Santha Raja, Musculoskeletal Centre, SGH
Nur Amalina, Musculoskeletal Centre, SGH
Siti Syarina Sulaiman, Musculoskeletal Centre, SGH

Introduction

As SGH progresses towards becoming a completely cashless hospital, patients need to be educated and engaged on the benefits of the various payment initiatives that are available. Clinic staff play a critical role in encouraging patients to adopt cashless payment options. as they are often the first point of contact.

Objectives

1 To increase take up rate of cashless payment methods

2 To reduce number of cash transactions in MSC

Methodology

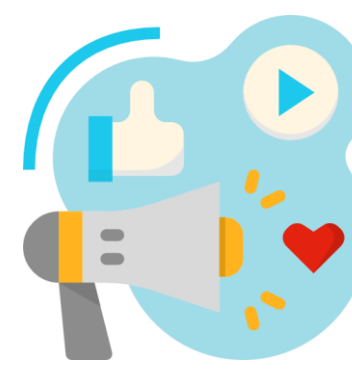
PLAN

- 1. Multiple meetings with ground staff to understand reasons for high cash collection volume in MSC
- 1. Propose/brainstorm solutions to address issues



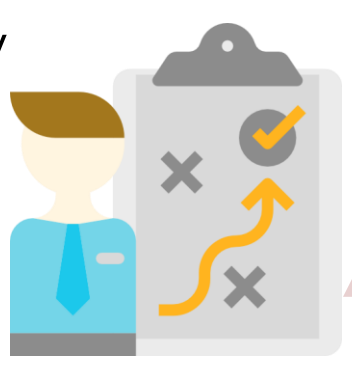
DO

- 1. Patients encouraged to pay by cashless methods
- 2. Eligible patients encouraged to Drop and Go
- 3. Reduction of 1 cash collecting counter on days with moderate patient volume



CHECK

- 1. Volume of cash transactions monitored
- 2. Feedback from patients regarding cashless arrangements gathered
- 3. Feedback from staff on new workflow



ACT

- 1. Complete reduction of one cash collecting counter in MSC daily
- 2. Extra float returned to Business Office in April 19

Results



Volume of cash transactions decreased to an average of less than 10 a day



No negative feedback from patients regarding initiatives implemented in MSC



Increased take up rate of new payment initiatives like Drop and Go

Conclusion

As clinic staff are often the first point of contact for patients in the outpatient setting, they are in the best position to gather feedback and also address any concerns that patients may have regarding the cashless payment modes and payment initiatives that are being launched.

By engaging and encouraging the staff to raise their concerns and brainstorm potential solutions, processes can be formulated to best suit the needs of the clinics when driving the new initiatives.

Future Possibilities

As SGH embarks on the journey to become completely cashless, paperless and counterless, the aim is for patients to make payment without having to wait.

Therefore, clinic staff need to be aware of new initiatives that are being launched in order to assist patients in the one que one bill journey.