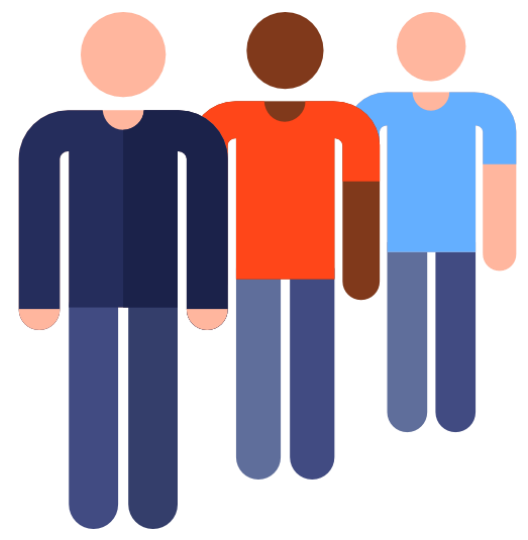


Background



Patients at Staff Clinic are manually registered as walk-in cases and tagged randomly to doctors on duty



Upon registration, cases are manually allocated to doctors at the triage station



Workload distribution to doctors is manually recorded



Billing of services rendered is dependant on hardcopy charge forms which are often taken away mistakenly by patients or misplaced

Aims

- To improve the registration and billing processes which heavily depend on hardcopy charge forms for billing
- To improve productivity and futureproof Staff Clinic through the introduction of new features on existing operating platforms

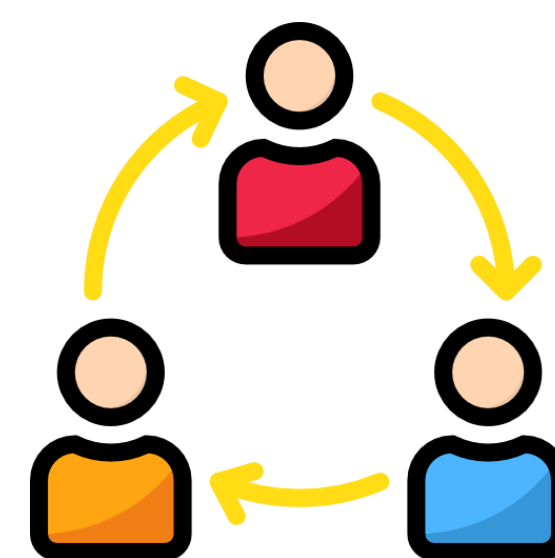
Methodology



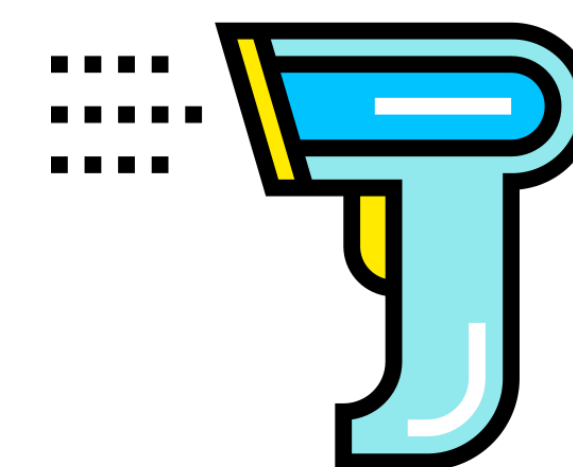
Multidisciplinary discussions with stakeholders to understand the various processes and identify areas for improvement



Set up resource calendar on Outpatient Administrative System (OAS) to allow staff an overview of the clinic's resources



Using the resource calendar, staff are able to allocate patients using a round robin method to achieve even workload distribution



Individual service stations enter the services rendered into the patients' visits to eliminate checking during billing



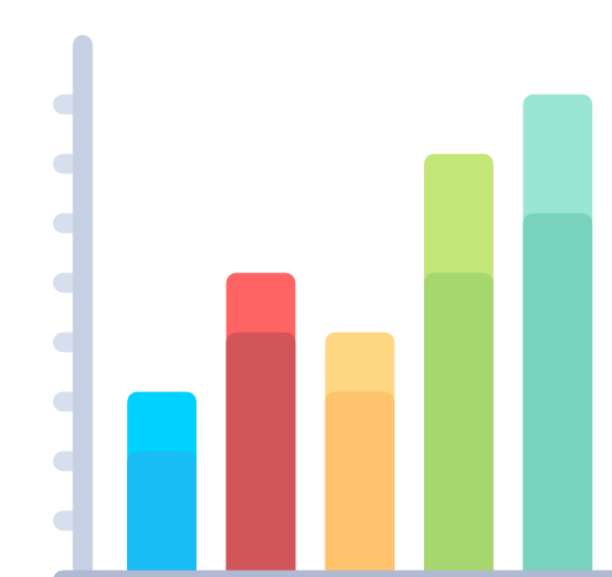
Automated reports are generated daily to keep track of outstanding bills and ensure timely billing

Results


95%
Billing backlogs

 **7 Hours**
Overtime per week
\$ 7,200
Savings on
overtime per year

Reduce
70 Days'
worth of unbilled
cases to fewer than
3 Days



Accurate capturing of
data and tracking of
clinic workload

Conclusion

Setting up resource calendar brought efficiency to the registration process, paving the way for future improvements and implementations such as self registration, mobile registration and appointments on the Healthbuddy app. The streamlining of the registration process also eliminated the need for billing staff to manually check on the services rendered at different service points.

The key factor to the success of this project is the close multidiscipline collaboration and willingness of all key stakeholders to change their mind-set to embrace the new process and workflow.