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The implementation of the revised infusion scheduling workflow has successfully decreased the non compliance rate from 21 % to 4 %. Currently , the automated short message service (SMS) reminder and online outpatient administrative system (OAS) appointment booking allow patients to keep track of their appointments conveniently. The OAS helps to ensure continuity of patients' treatment as it enables the healthcare workers track and monitor the infusion schedules and regimes. The introduction of the new workflow has improved better treatment response and patient outcome . The positive outcome of this project has created a spinoff for the team to start another quality improvement project to further shorten the infusion duration , aiming to improve the utilization of the limited infusion clinic resources and the development of IBD education booklet which is available from May 2019.