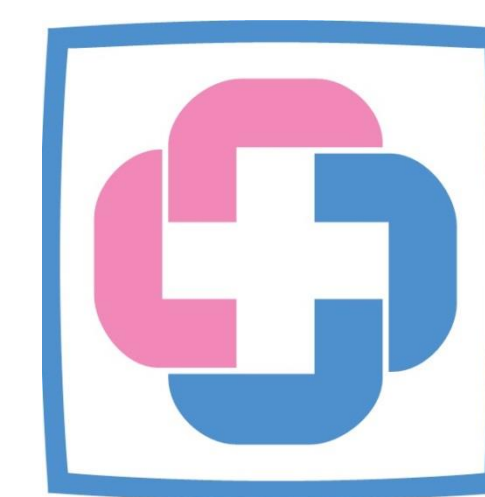




**Singapore Healthcare
Management 2019**

Online Medical Report Request via Health Hub

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Background & Opportunities

Patients/ Caregivers who require medical reports have to fill up a hardcopy application form with signed consent. The medical report unit staff will then have to check that the forms and required documents are in order before performing registration in the Medical Report Tracking System (MRTS).

However, this process is manual and time-consuming for both patients/ caregivers and staff.

Solution

The team engaged IHIS team and MRTS vendor to map out the process and determine how the information should interface between the 2 systems. Online medical report request via Health Hub was implemented in January 2019, which provides one stop e-service platform for patients/ caregivers to apply and make payment for medical reports.



Results and Conclusions

In addition to providing greater convenience to the patients/ caregivers, there are other benefits as well.

1. Staff cut down on duplication work of having to register the request in MRTS, as the details are now auto interfaced between the 2 systems.
2. Simpler and more secured consent process i.e. using SingPass.
3. **Next phase:** requestors will be able to retrieve their completed reports via Health Hub.

Aim

The aim of the project is to provide a seamless online platform for the patients/ caregivers to request for medical reports.

Methodology

The team used value stream mapping to define the process steps and analyse the flow of information. From the map, we identified wastes such as duplications and inefficiencies, with reference to the feedbacks that were previously received from the patients/ caregivers on the application process.

