Enhancing Patient Experience –
Same Day Queue Registration

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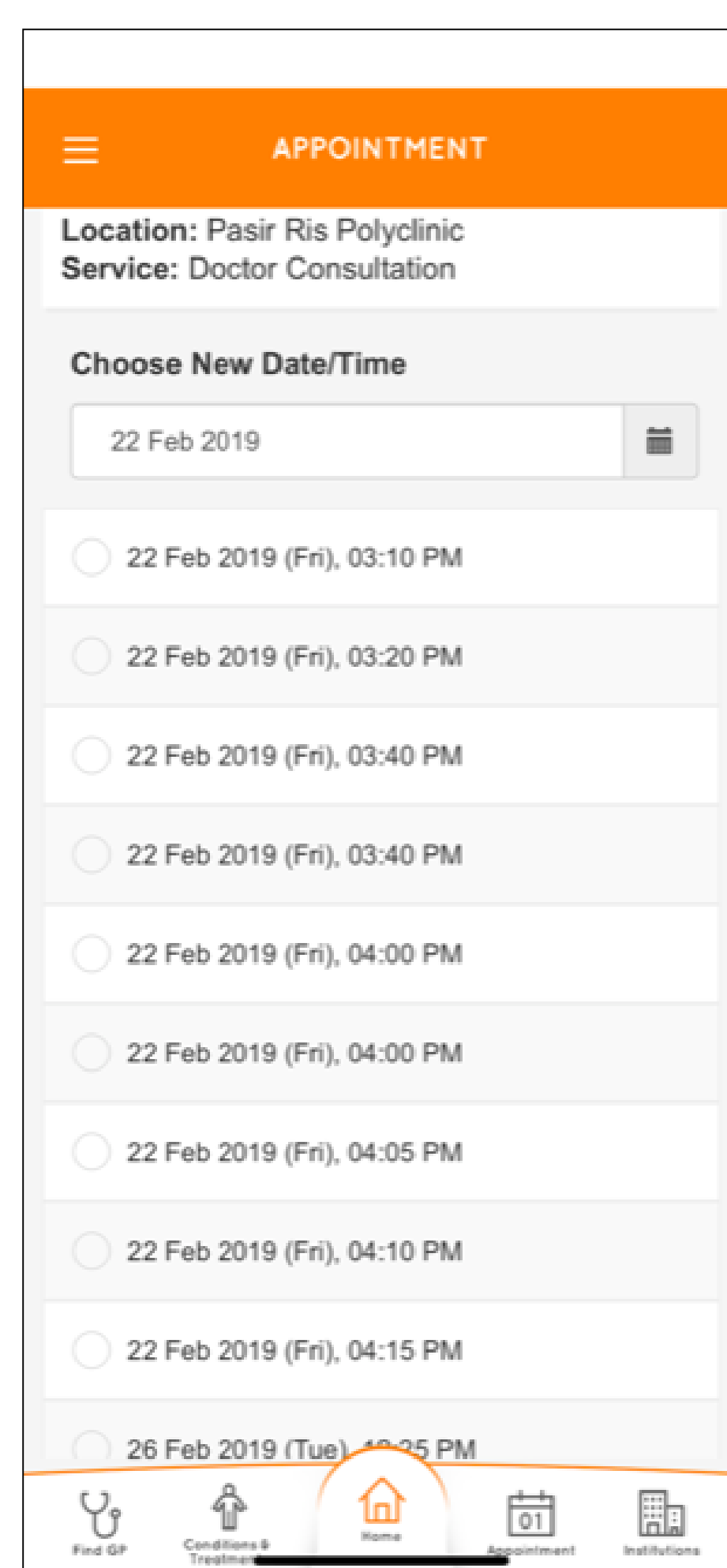**Singapore Healthcare Management 2019**

Polyclinics SingHealth

BACKGROUND
In the past, patients booked their Same Day Queue (SDQ) appointments at the registration counters in the polyclinics and it was not a patient centric experience. As we move towards enhancing patient experience, the project team implemented this convenient and efficient alternative for existing SHP patients to book their SDQ appointment in the polyclinics without queuing and waiting at the registration counter.

AIM
The existing Outpatient Administration System (OAS) and queue systems at SHP Multi-function Kiosk will be enhanced to provide existing patients ease of access to SDQ appointment bookings via mobile application, website and kiosks. The system will propose optimized SDQ appointment slots, and allow existing patients to book and actualise their appointment immediately without having to queue at the normal registration counters.


HealthBuddy App

Multifunction Kiosk

METHODOLOGY
A project workgroup was formed to drive this project with both NCS OAS Program and REL development teams. SDQ patient flow was analysed and the workgroup drafted a flow chart for SDQ kiosk user interface, design, logic and patient flow.
Considerations includes
- Acute care setting concept
- Earliest time logic
- Room setup and slots setup

INTERVENTIONS
The project was piloted at Bedok Polyclinic during the new clinic opening. System logic was tested and minor tweak to system setups were made to facilitate patient flow.

Step 1: Self Register

Step 2: SDQ slots selection

Kiosk Screen Flow Sample
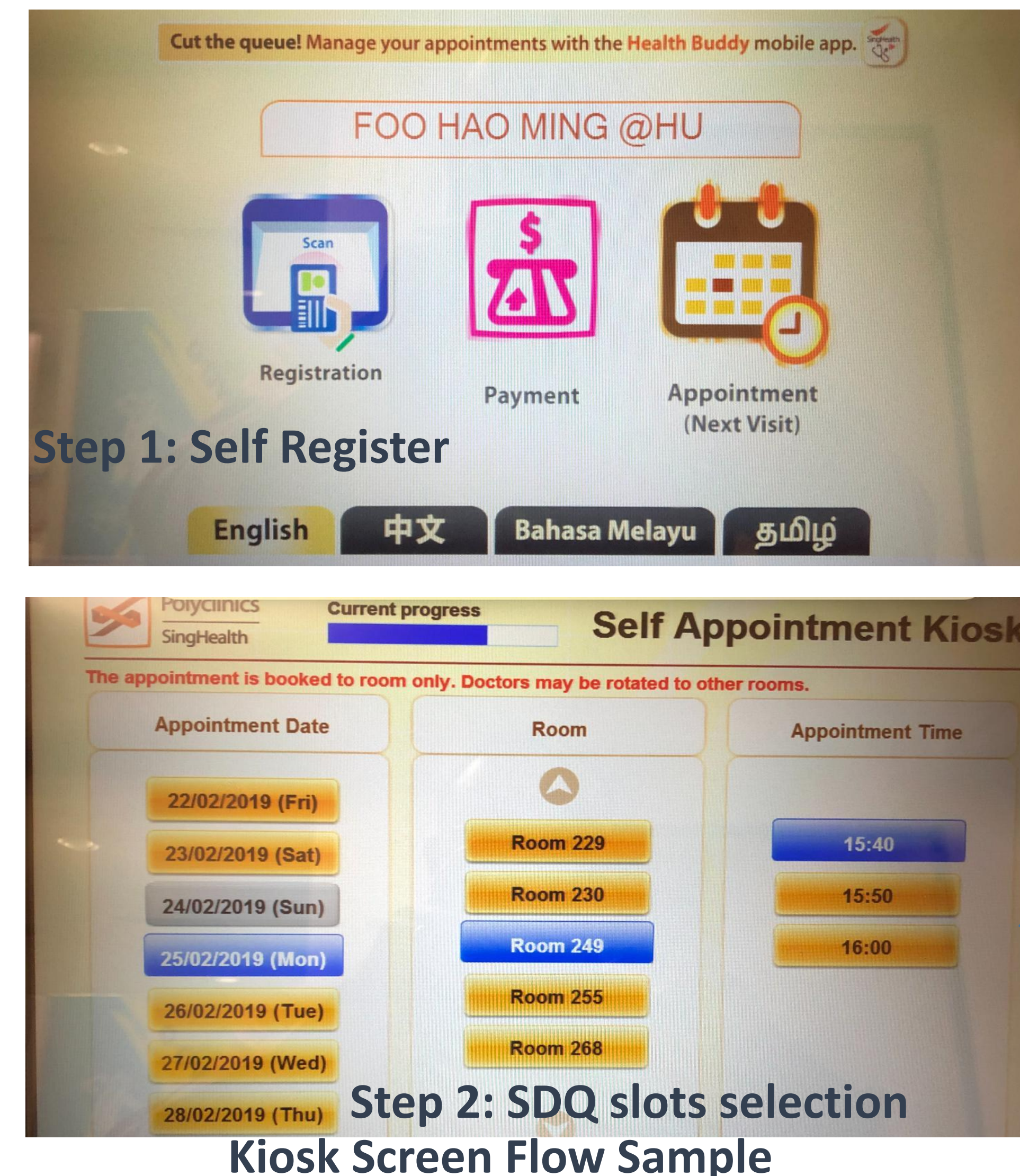
RESULTS
The SDQ appointment system was implemented to all Polyclinics after the successful trial. The achieved results are as follow:
- Existing patients no longer need to queue at the counter for walk-in registration – One less touch point;
- 70% of existing walk-in patients booked their SDQ via kiosk registration;
- Registration counters are re-designed and reduced during future clinic renovation; e.g. Bedok Polyclinic had reduced its registration counters from 11 to 5; and
- For staff, time saved used to perform other value added roles in patient care.
- Increase in the number of Mobile appointment transaction from 26% to 51%.