



Paperless process in making DDR appointments for CDLD patients

Singapore Healthcare Management 2019

Ho Yun Xin, SOC
Tina Phua Yen Tin, SOC
Dewi Ratnawati Binte Mohd Taib, SOC
Junie Chan, Division RADSC
Tan Chin Chong, Division RADSC



SHM_PE086

Introduction

Approximately 80% of patients visiting CDLD will require a follow up Ultrasound scans before the next SOC visit. In the existing workflow, patients need to make their way to Radiology Department to secure the US appointment. This inconveniences the patients especially for 5% of the patients who are wheelchair bound or needed assistance in moving around. The additional stop and wait time is also a hassle to most patients. To improve patient's experience in their outpatient journey with us, a new electronic and paperless initiative has been implemented to eliminate the need for patient to obtain their US appointment personally at Radiology Department. With this initiative, patients enjoy the benefit of one stop service at CDLD and they can go home immediately after consultation. The US appointment will be process electronically and the patient will be notified of the appointment via SMS and appointment letter. This reduce the overall time spent in the hospital, creates a more seamless journey and improve overall experience for the patients.

Methodology

Preparation	Dates completed
1. Opening of Camden rooms for SOC to book US appointments	19 November 2018
2. Sharepoint setup for US bookings	26 November 2018
3. Training of CDLD PSAs	3 December 2018

- 1 Meet up with all stakeholders to map up the process and list down the challenges.
- 2 Review existing workflow and explore electronic way means to reduce the processing time.
- 3 Identify key staff to pilot.
- 4 Communicate to the clinic team on the new processes.
- 5 Review feedbacks and meet up with stakeholders to sort out issues raised by the ground.
- 6 Communicate to the clinic team on the new processes. Share with other clinics to spread the initiatives for adoption.

Aim

1. To create an electronic workflow, eliminating the need for patient to personally manage their Ultrasound appointments.
2. To reduce the overall time spent in the hospital for an outpatient visit.
3. To enhance patient's experience by creating a one-stop service.
4. To improve patients' experience and satisfaction while under our care.



Patients wait less

No need to queue at Radiology to make a Ultrasound appointment. Total wait time spent in hospital reduced.



Shorter patient journey

One stop service in CDLD for patients hence lesser confusion to move around the hospital.



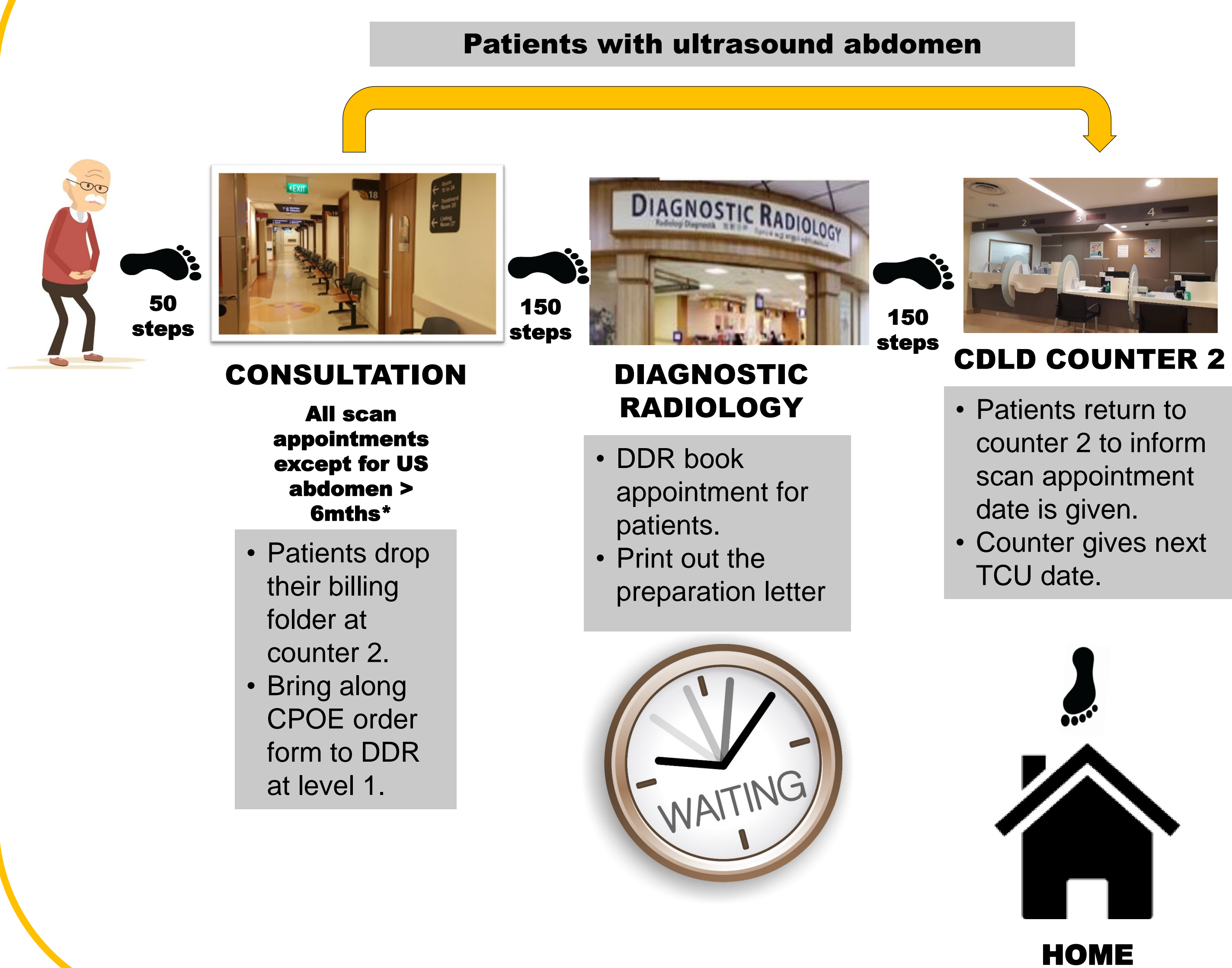
No implementation cost

By introducing paperless workflow to make Ultrasound appointments, no cost is needed to implement the change

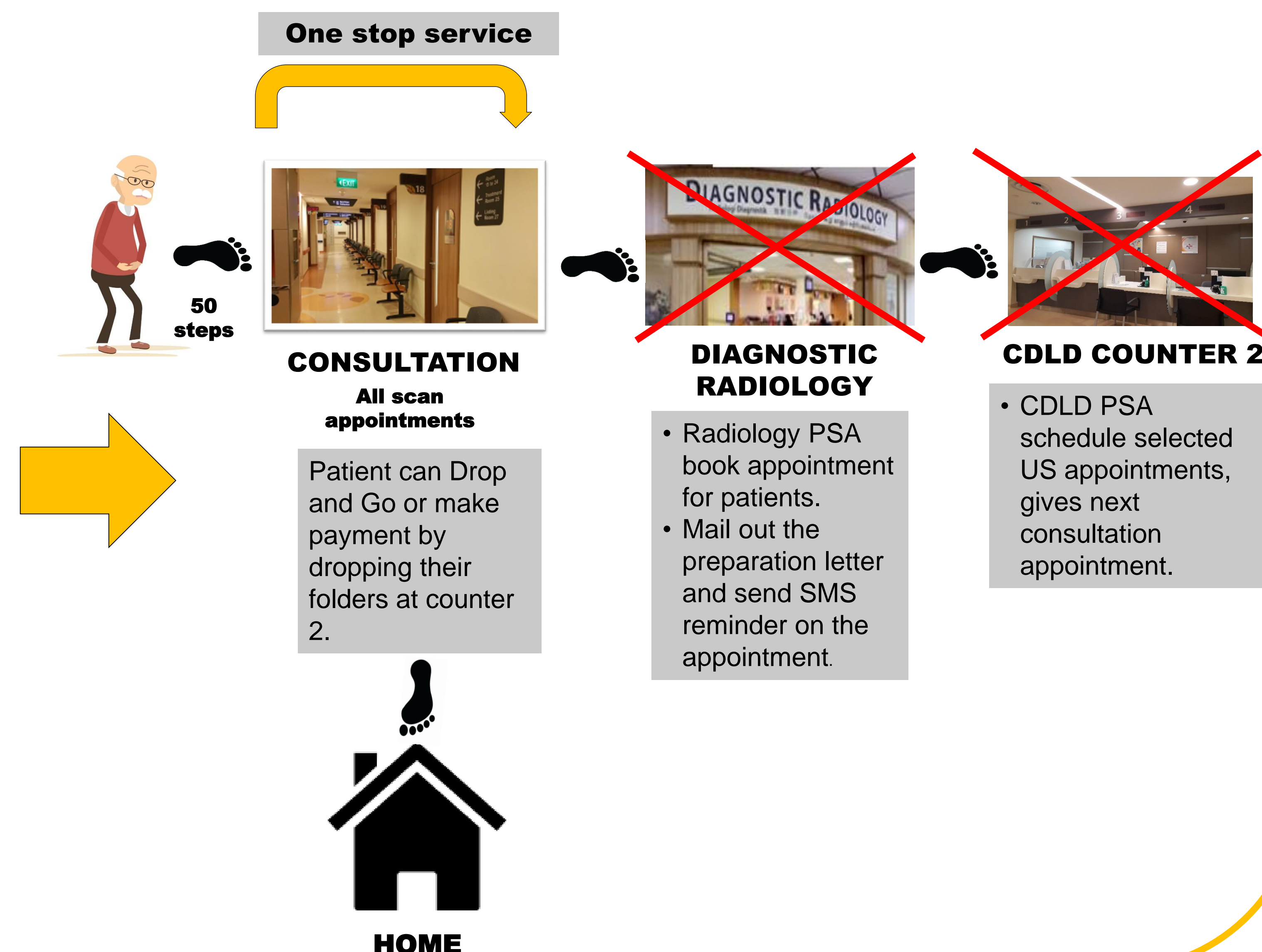
BENEFITS



Patient Journey (Before)



Patient Journey (After)



Patient Feedback

It is more convenience as we don't have to queue at Radiology to get appointment.



Anonymous patient, CDLD

Staff Feedback

Less confusion for patients to move around the hospital by creating a one stop service in CDLD.



SPSA Jasmine, CDLD

The process is more efficient and total wait time for a consultation is shorter. Good for both patients and staff.



SPSA Jolene, CDLD

The new process reduces crowd and we are able to focus on urgent task such as registering patients for the day. The service turnaround time and the overall time patient spent in DDR is shorter



SPSAE Parameswari, Radiology

Conclusion

This new initiative is much more efficient as compared to the previous workflow. It creates a much seamless journey for the patients and improves their overall experience with us as they are able to leave the hospital after visiting CDLD without making another stop at Radiology. This single stop journey, eliminates the need to move around, thus reducing confusion for the patient when they need to see the doctors and getting appointments. It also reduces the total wait time needed in patient's journey significantly.

For our staffs, it enables them to prioritise their service delivery and can be more focus in delivering their service. This reduces their stress which also translate to lesser probability of errors.

Further enhancement to this workflow is already in discussion. In the enhanced workflow, we will eliminate the need for shared point, and centralised all appointment bookings using OAS. With OAS, our appointment booking can be harmonized across all outpatient services and the appointment related information will be available online for the patient to refer to. This will form the basis for our Future Outpatient Journey.

PATIENTS. AT THE HEART OF ALL WE DO.