



INTRODUCTION

A common source of anxiety and frustration amongst patients and caregivers is finding the correct hospital staff for administrative arrangements. In a large hospitals, navigating through the various departments is not easy. Coupled with patient's health condition, the troubled state of mind often lends further to the frustration and confusion.

SCH Business Office (BO) saw this challenge and wants bring down this wall. We want to bring our services to the patient in a manner that is efficient while improving patient experience. The way we operate BO needs to be reviewed and reinvented.

METHODOLOGY

Taking administrative service to the patient takes quite a different turn for us. We achieve this by challenging conventional thinking and practices, questioning previous assumptions and employing different ways of thinking through the adoption of technology.

Mobile Squad

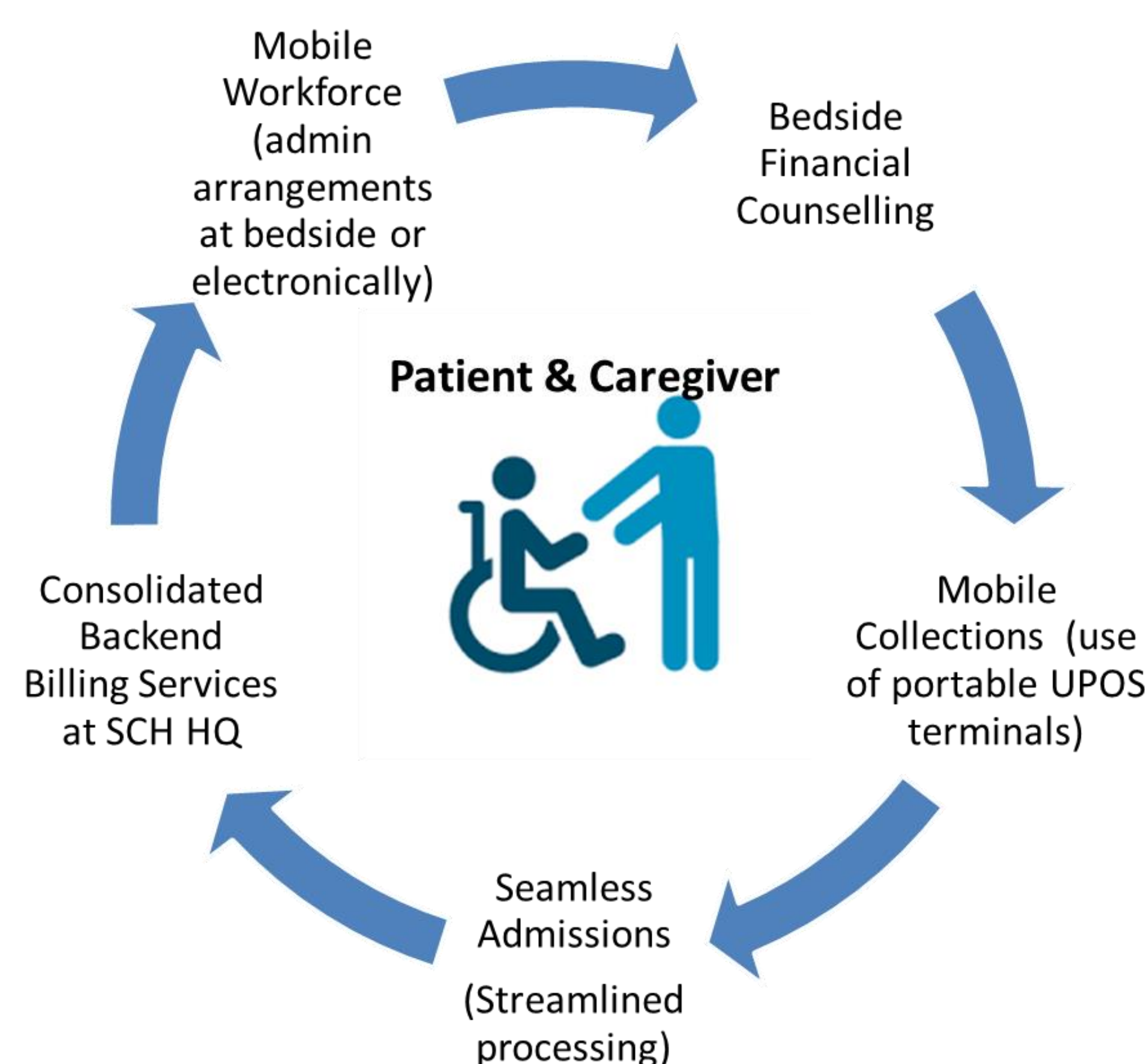
Our staff now meets patients at SKH bedside (referring hospital) even before they are transferred to SKCH. This enables us to settle admin issues and address any questions and concerns early.

Bedside Financial Counselling

Sweeping the Sengkang General Hospital wards to provide financial counselling to patients and/or caregivers before admissions

Mobile Collections

Settling payments at bedside through the use of portable Unified Point of Sale (UPOS) terminals.



Quick & Seamless Admissions

Processes have been streamlined to enable quick and seamless transfers between SKH & other referring hospitals to SKCH, cutting away non-value added work and achieving timely admissions for patients.

Patient Services Centre

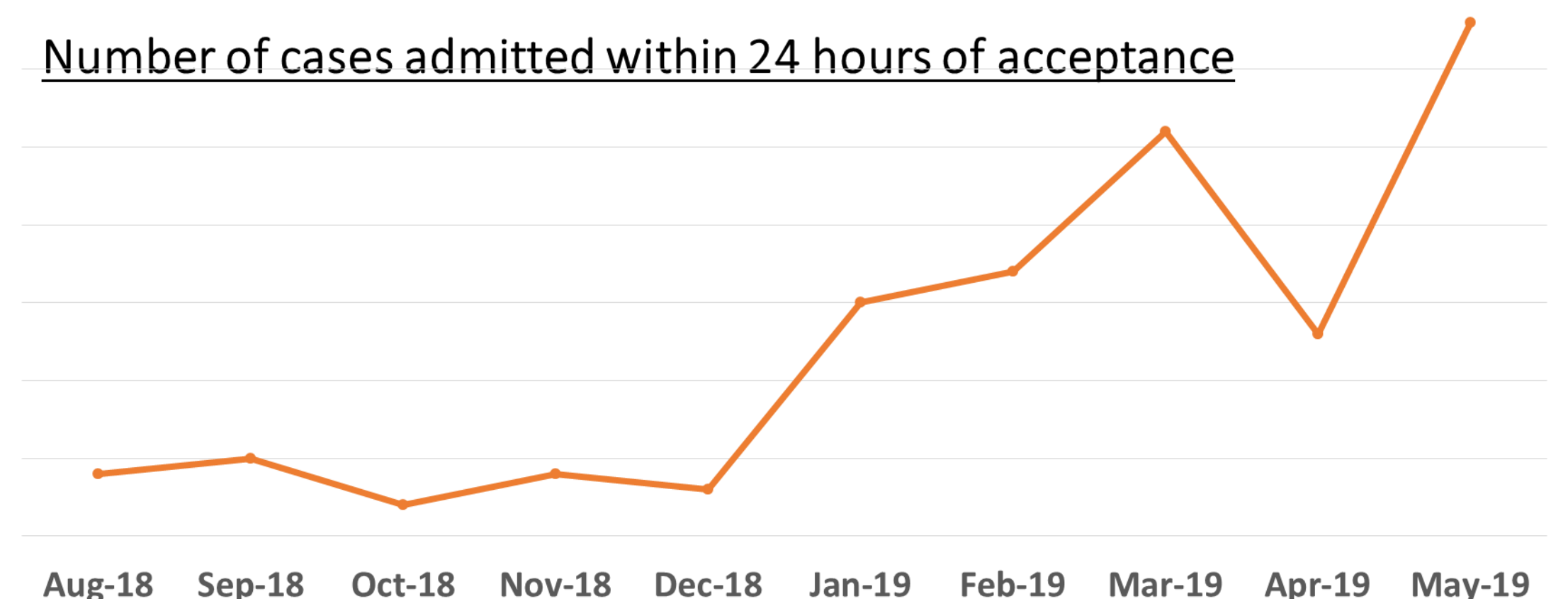
To provide visibility and offer a central point of contact, we created the Patient Services Centre (PSC) where patients can meet BO staff for admission and billing assistance, MSW staff for financial and social assistance, pharmacists for drug related issues and others upon request.

RESULTS

The mobility of our services have eased a great deal of administrative burden from patients and family members. We have received positive feedback from satisfied patients and family members.

The turnaround time for admission has reduced tremendously. We are now able to take in same day admission as well as serve A&E cases. This has helped to reduce the bed crunch at SKH.

Patients/Caregivers received financial counselling at their convenience at patient's bedside and thus have the adequate financial information and general information of SKCH before patient's transfer. This often gives patient/caregiver ease of mind on what to expect in terms of patients' care needs and financial exposure. The mobile team concept brings our services to patients/caregivers and this in turn create greater convenience to caregivers who are visiting their loved ones by the bedside.



CONCLUSION

The entire exercise has taught us that the creativity truly stamps out of necessity.

When challenged with a difficult situation, we are forced to think out of the box to find solutions and adapt to new ways. The difficulty is not so much in the crafting the solutions but in managing human emotions, expectation and adapting to change.

