



Singapore Healthcare Management 2021

Paperless Specialists' Directory for GP Partners

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Introduction

Historically, hard copy specialists' directory was distributed to all GP clinics. However, this initiative has been discontinued as it was not environmental friendly and not cost effective. There was also a need to reprint updates whenever there was a movement of SGH specialist team.

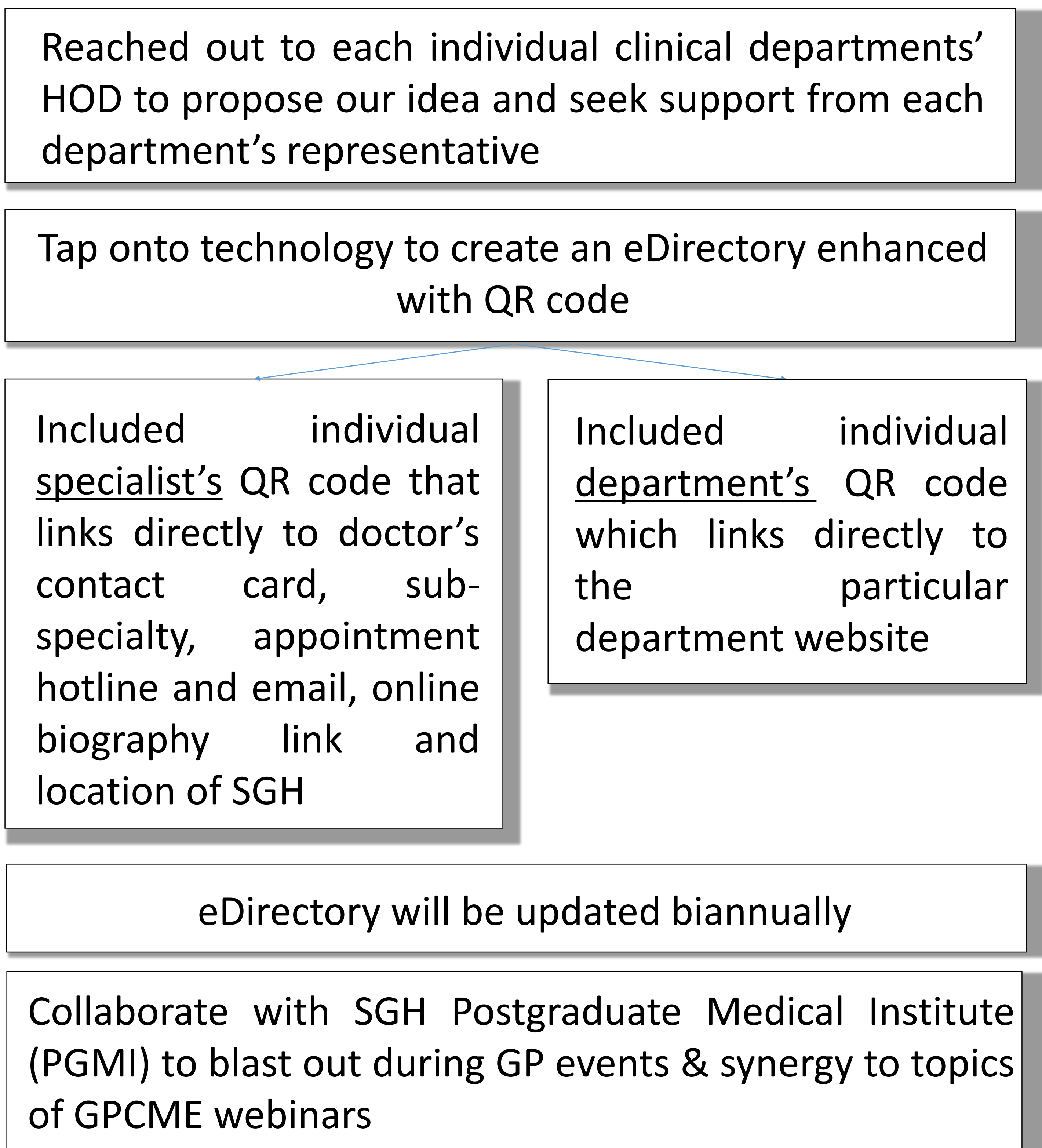
Findings

During GP Clinics' visitation and tele-calling to 1700 GP clinics in Singapore, we received feedback from GPs who requested for a specialist directory listing for their easy reference when they need to recommend a specialist referral.

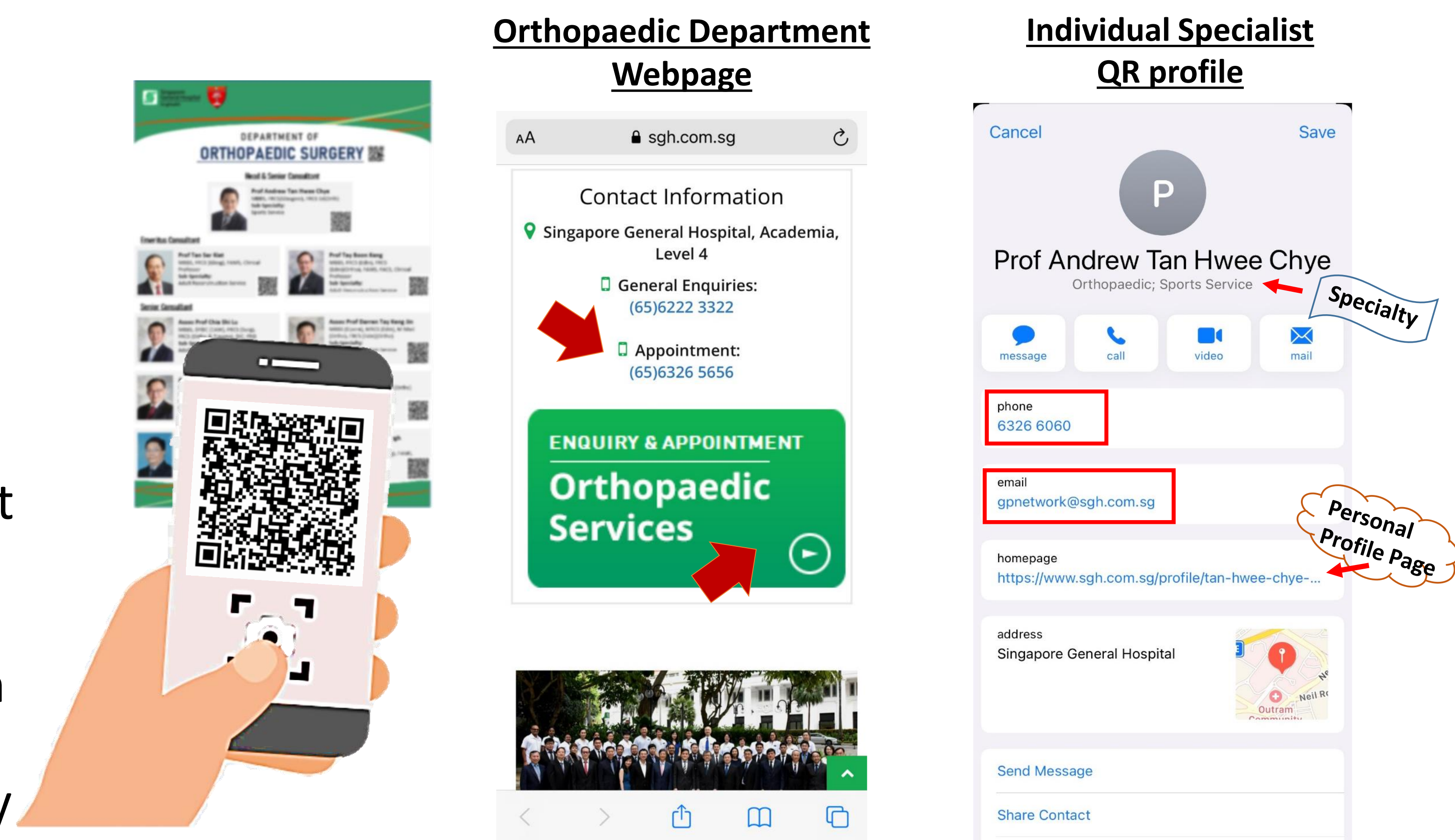
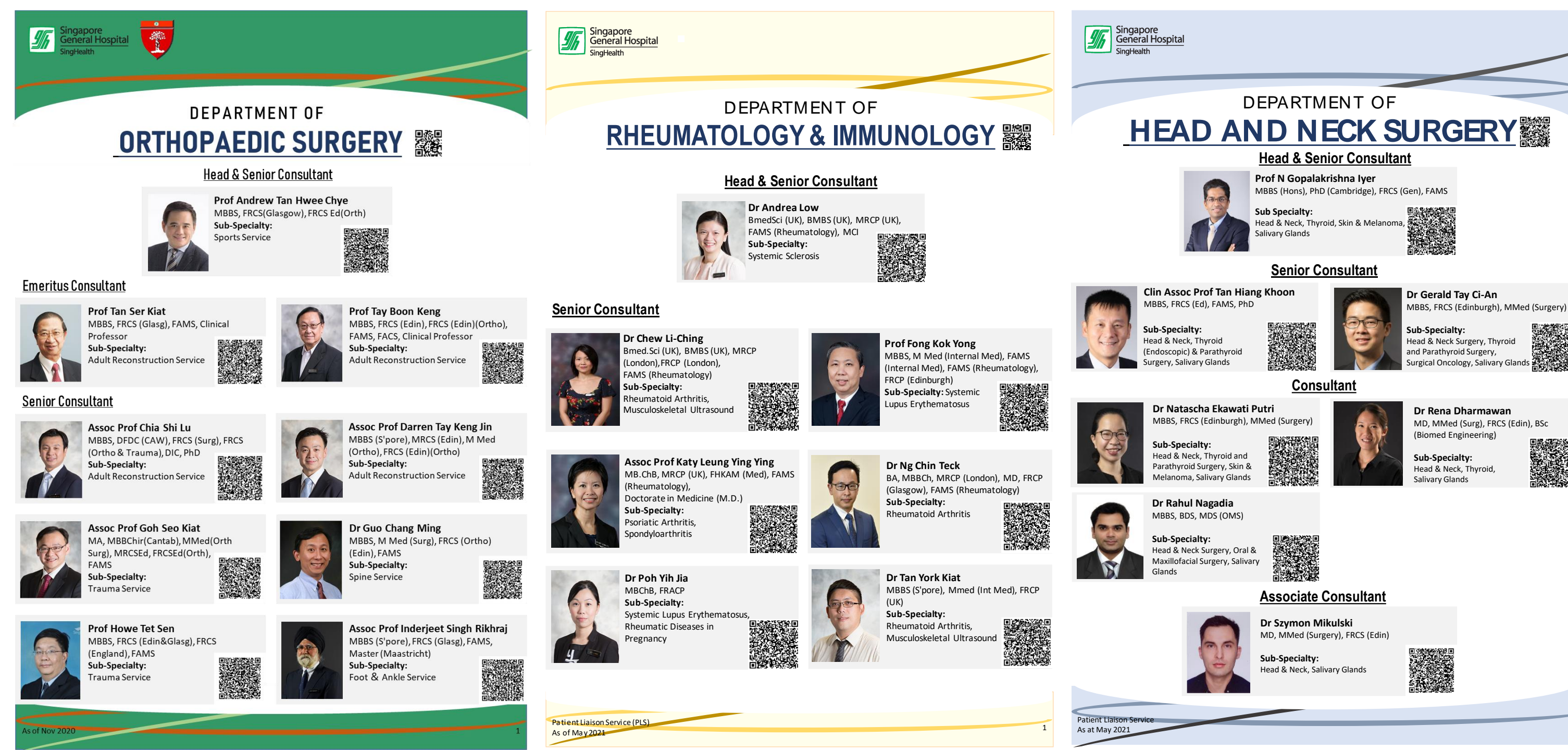
Objective

- Conveniently send eDirectory to GPs by email
- Easy access to specialist's information and appointment booking contact by scanning provided QR code
- Easily updatable to reflect changes in SGH medical team
- Quick access to specialist's name and sub-specialty without having to navigate into SGH's website

Methodology



eDirectory Samples



SCAN QR CODE

Result & Sustainability

- A process has been implemented to disseminate respective clinical departments eDirectory to GP clinics who has attended the GPCME webinar.
- Able to duplicate and do minor information revision for other stakeholders who requests for a list of specialist directory.
- About 60% of the GP clinics had responded to our survey via an email blast that they prefer to receive a specialist eDirectory.
- Biannual update of the specialist eDirectory as part of the routine task by Patient Liaison Service GP Team.
- Cost effective & low budget – no big overhead cost & GP clinics can choose to print or view electronically.
- Each specialist eDirectory is sorted by individual clinical departments for easy reference.

Conclusion

With the feedback from GP clinics, we are able to review and improve our processes to better support our them. Hence, feedback received is very important for improvement!