

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 ()



Reached out to each individual clinical departments' HOD to propose our idea and seek support from each department's representative

Tap onto technology to create an eDirectory enhanced with QR code

individual Included specialist's QR code that links directly to doctor's contact card, subappointment specialty, hotline and email, online biography link and location of SGH

individual Included department's QR code which links directly to particular the department website

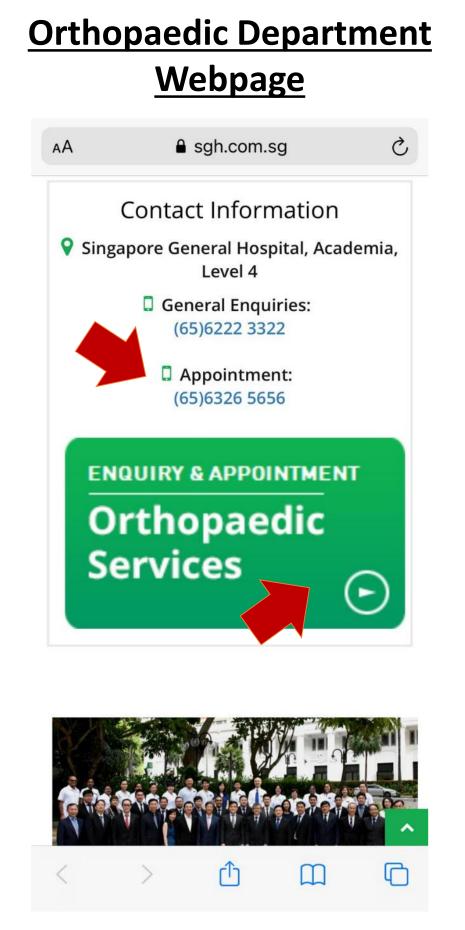
eDirectory will be updated biannually

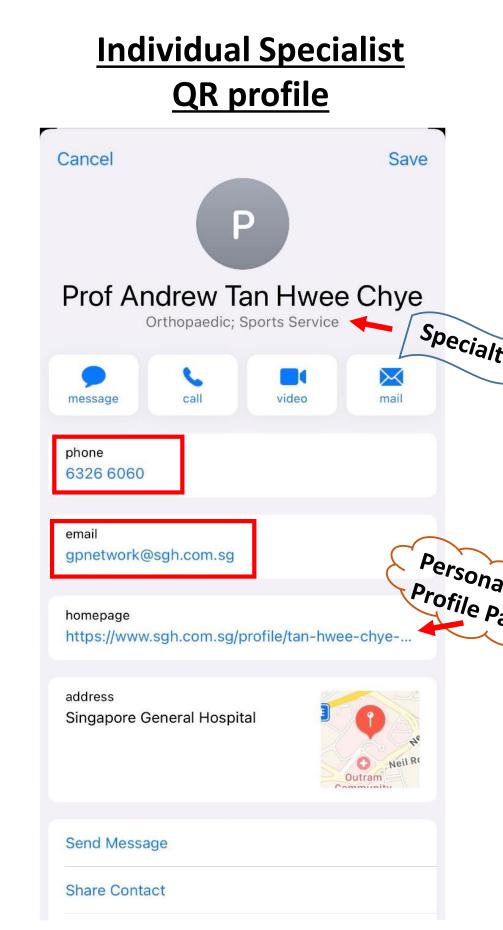
Collaborate with SGH Postgraduate Medical Institute (PGMI) to blast out during GP events & synergy to topics of GPCME webinars

eDirectory Samples









SCAN QR CODE

Result & Sustainability



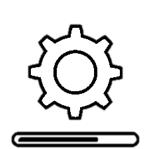
A process has been implemented to disseminate respective clinical departments eDirectory to GP clinics who has attended the GPCME webinar.



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!