



Singapore Healthcare Management 2021

MEDICATION ORDER VIA HEALTHBUDDY

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Delivering Care that Matters.

Introduction

1. During Circuit Breaker (CB), the outpatient clinic services were limited to essential services only
2. Appointments were rescheduled and Medication delivery became the preferred choice
3. Prescription (Rx) extensions increased by 150%
4. Pharmacy to call patients upon receiving Rx from the clinics for medication orders and delivery details

Problem Statement

- Phone call was manpower intensive with the need to maintain ideal turnaround time
- a. Each phone call took an average 10mins
 - b. Total 13 staff allocated from various departments

Objectives

- Eliminate the need to call patients
- Reduce manpower reliance on other departments
 - ✓ Optimize resources
- To increase awareness of Health Buddy for medication orders

Methodology

PDSA Cycle 1

Brainstorming

1. Rx extension request goes directly into SCM for doctor to order
2. Grant access to designated caregivers for them to order on behalf of patient
3. Interface details of extended Rx directly into Health Buddy for patient to place order
4. When reviewing the extended Rx, pharmacy to change the Rx to 'partial' so that order can be viewed in Health Buddy for patient to order

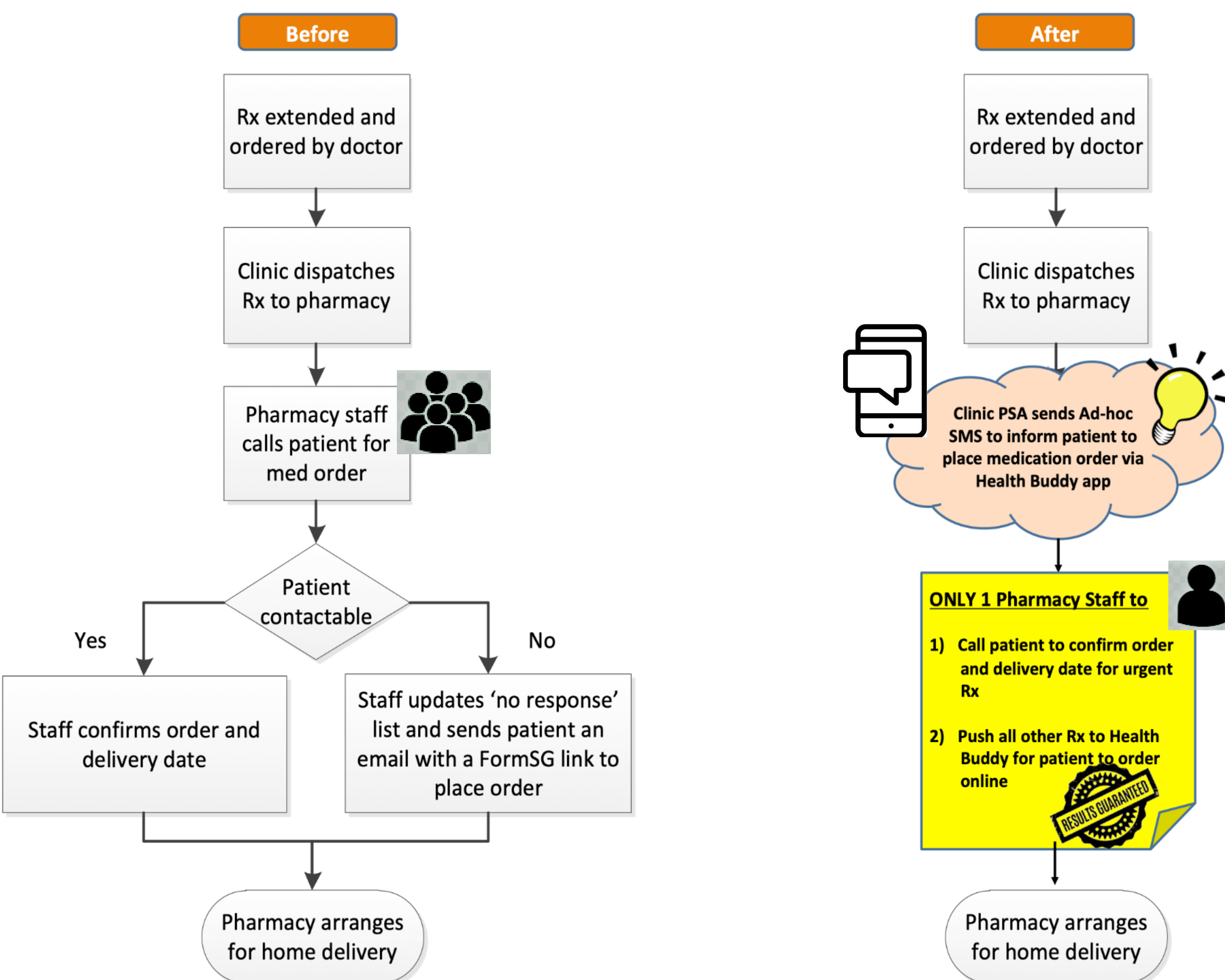
Clinic can then send SMS to inform patient to access HealthBuddy app to order their medication and have it delivered!

A line item with description of "Prescription Extension" at zero cost will be added in to the Rx and be "dispensed". This will enable the medication list with quantity entitlement to be pushed to Health Buddy for patients to order as a 'partial' Rx

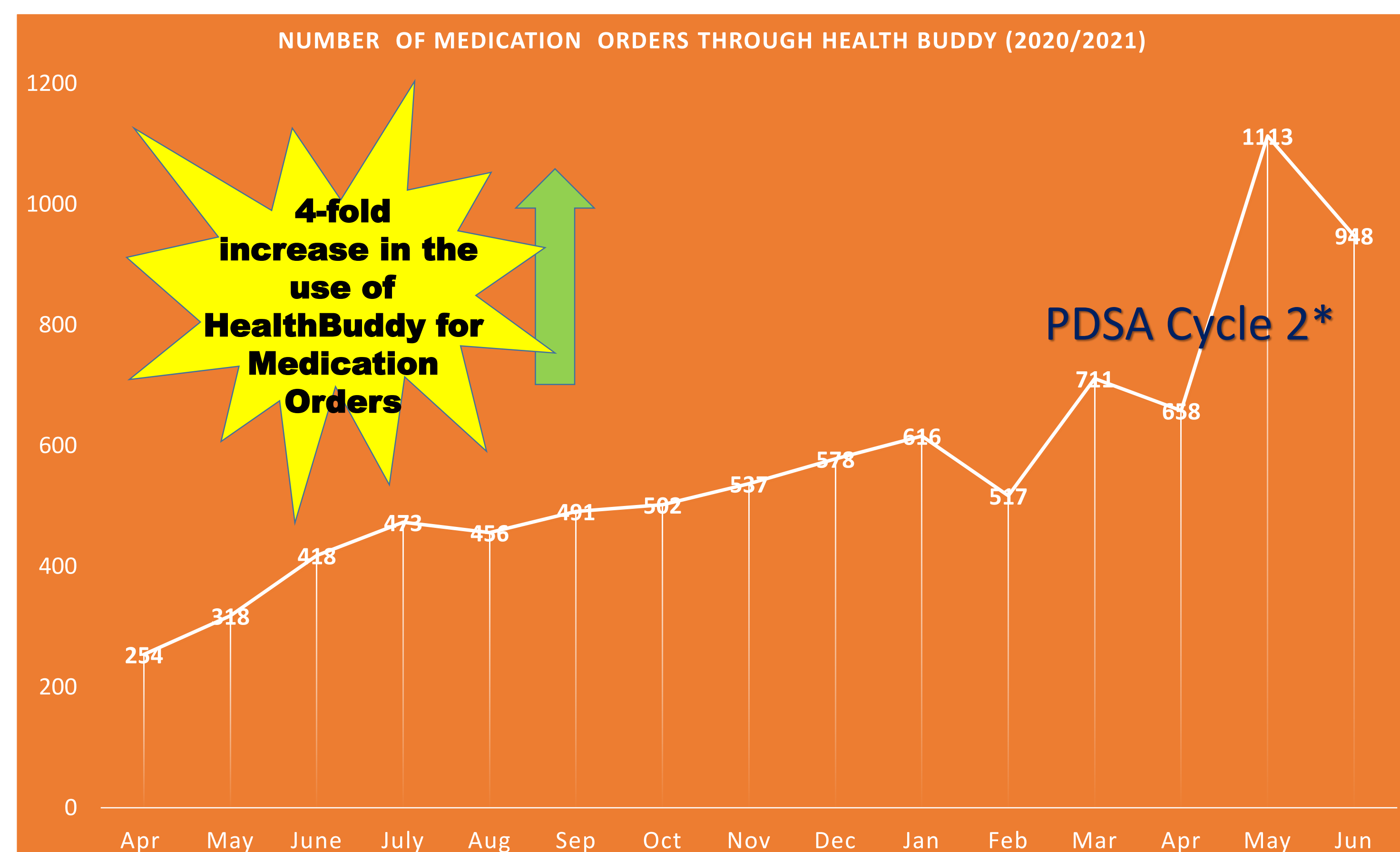
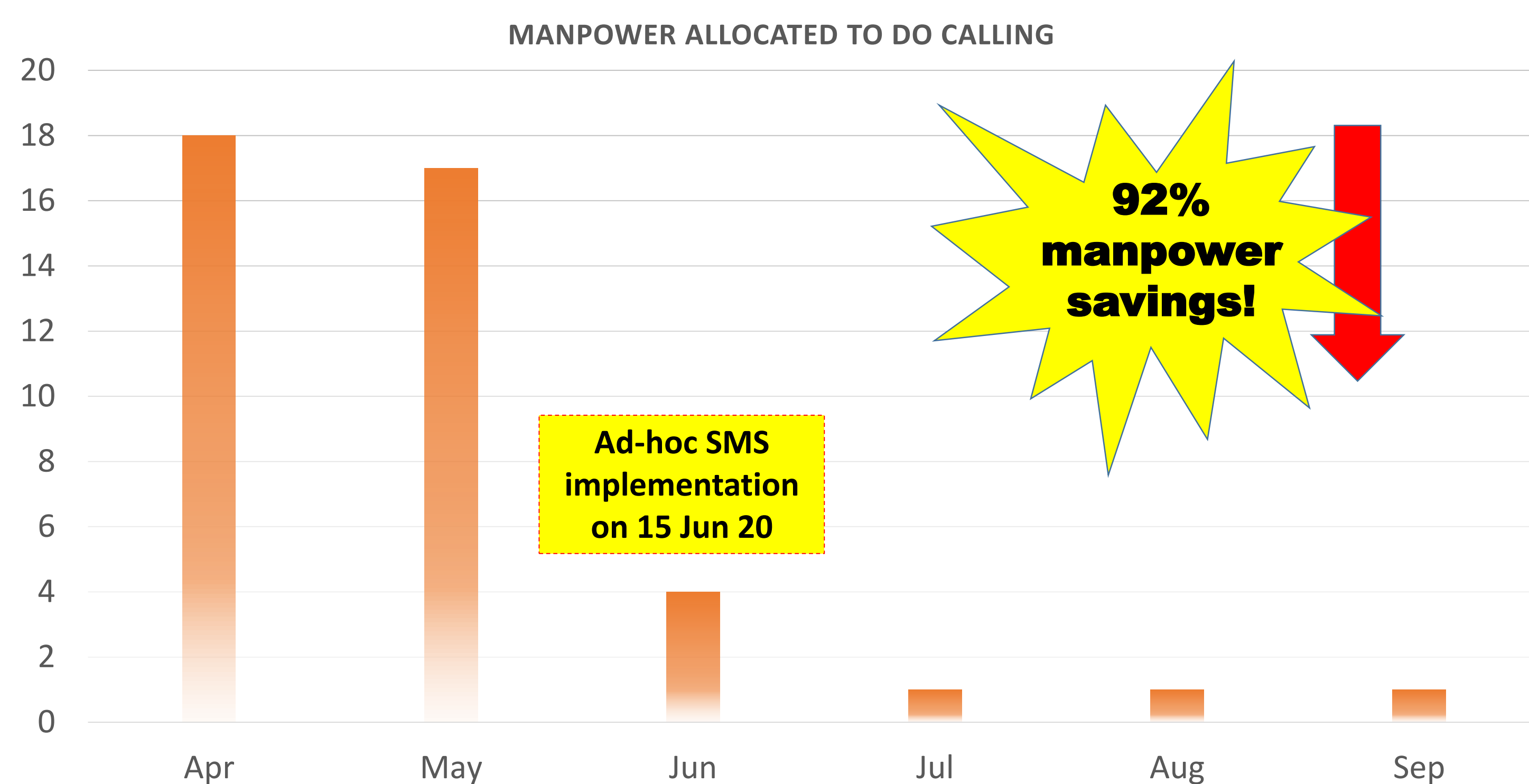
Dear [Patient Name], you have a prescription refill from CGH. You may place an order for delivery 3 working days from today via <https://services.healthhub.sg/medication/#!/singhealth> or HEALTH BUDDY. For enquiries, email medication_delivery_service@cg.com.sg

Why was Method 4 chosen?

- ✓ Readily available Medication Order function in Health Buddy
- ✓ Readily available interface between Health Buddy and CGH Pharmacy system (PHIS) makes processing Health Buddy Medication orders efficient
- ✓ Can be quickly implemented with minimal implications to clinic processes
- ✓ Can reduce the manpower required to call the patients
- ✓ Minimal cost and effort- no enhancements needed
- ✓ Can increase the uptake and use of Health Buddy Medicines Order Services



Results



*PDSA Cycle 2: Removal of physical screening counter for manual enrolment for delivery and reinforced Medication orders via Health Buddy

Conclusion

- Reassignment of manpower to perform more clinical tasks
- Increased patient awareness of using Health Buddy to order and refill medication
- With PDSA Cycle 2, productivity gains were achieved with manpower savings

Challenges

- Pharmacy to call:
 - Patients who face technical difficulties while using Health Buddy app
 - Patients who do not have Health Buddy app
 - Patients who need medications urgently

Future Works

To fully automate the Rx extensions into Health Buddy from Rx request to Medication Order. SMS Notification to be sent to patients automatically from Health Buddy upon receiving the Rx to alert patient to proceed with medication order.

