



Singapore Healthcare Management 2021



# Say 'Cheese' to Patient Safety!

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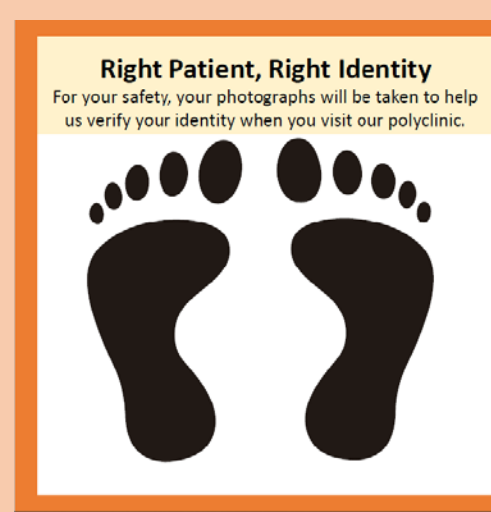
Polyclinics  
SingHealth

## Project Background

- Though SingHealth Polyclinics (SHP) uses two patient identifiers to ensure patient services are delivered to the correct patient, there were still incidents where impersonation occurred
- To enhance patient safety, SHP implemented the Patient Photo ID & Document Repository System to capture patient's photo and non-medical documents at our front counters
- Our doctors, nurses, allied health and ancillary staff now uses photo available in OAS, Pharmacy & Queue Systems; as an additional patient identifier to ensure the right care is delivered to the right patient

## Objectives

- To identify correct patients
- To prevent imposter
- To promote staff familiarity with regular patients
- Faster retrieval of patient's non-medical documents and reduces the use of paper



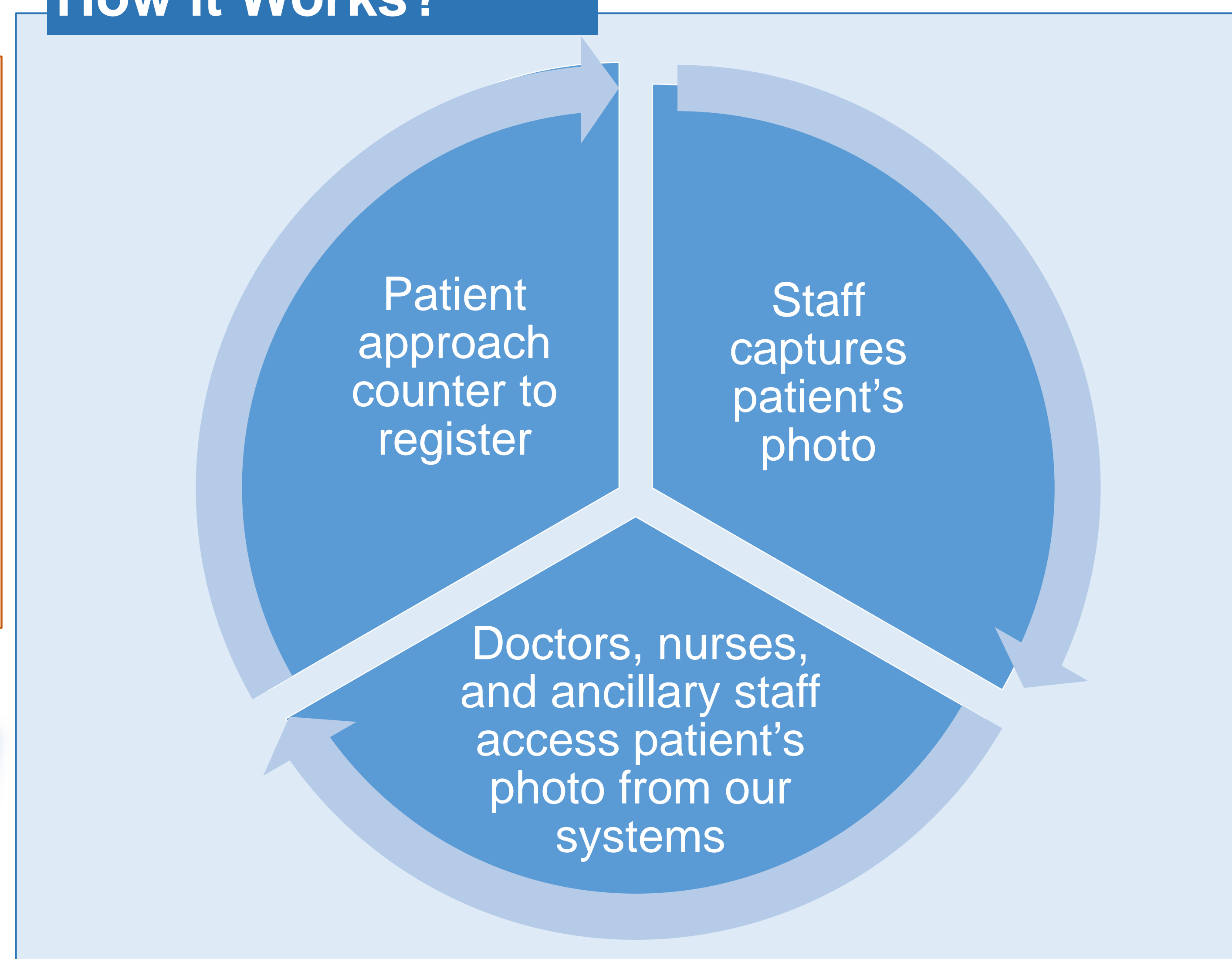
**Have you updated your photo with us?**

Approach our staff to find out more.

**Right Patient, Right Identity**  
For your safety, your photographs will be taken to help us verify your identity when you visit our polyclinic.

**PATIENTS. AT THE HEART OF ALL WE DO.**

## How it Works?



**Staff's Feedback:**  
"...having patient's photo in our system improves patient's safety".



## Results

- Close to **60,000** pictures were taken since the project was implemented in July 2020
- Patients were **Positive** and were **Willing** to have their photos taken for **Safety**

## Conclusion

- 1st SingHealth Institution** to use patient's photo as a complementary means of patient identification to enhance patient safety
- System is **Scalable** to other SingHealth Institutions with potential to **Share** the photo ID database across cluster

**Patient's Feedback:**  
"...it is a good initiative as it prevents our identity from being forged".



## Sustainability

- Increasing photo ID database pave the way for SHP to tap on these photos for enabling **Facial Recognition** for future use cases
- The technology can be used for **Patient Registration, Contact Tracing, Crowd Density** and **Wait Time Monitoring**
- One step closer to **Transforming Care Delivery** for our patients

