



Digitalization of Staff Medical Claims Approval Process with Enhanced Security

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Introduction

Staff medical claims had been processed and approved on paper. Reports were left on approver's in-tray for signatory. Due to mandatory work-from-home arrangement during pandemic, we faced the below challenges:

- High risk of unauthorized access to confidential claim reports as documents were left in in-tray;
- Delay in claim processing and approval.

So we embarked on the Quality Improvement Project to address bottleneck issues in claim processing and approval while safe-keeping the confidential data concurrently.

Objectives

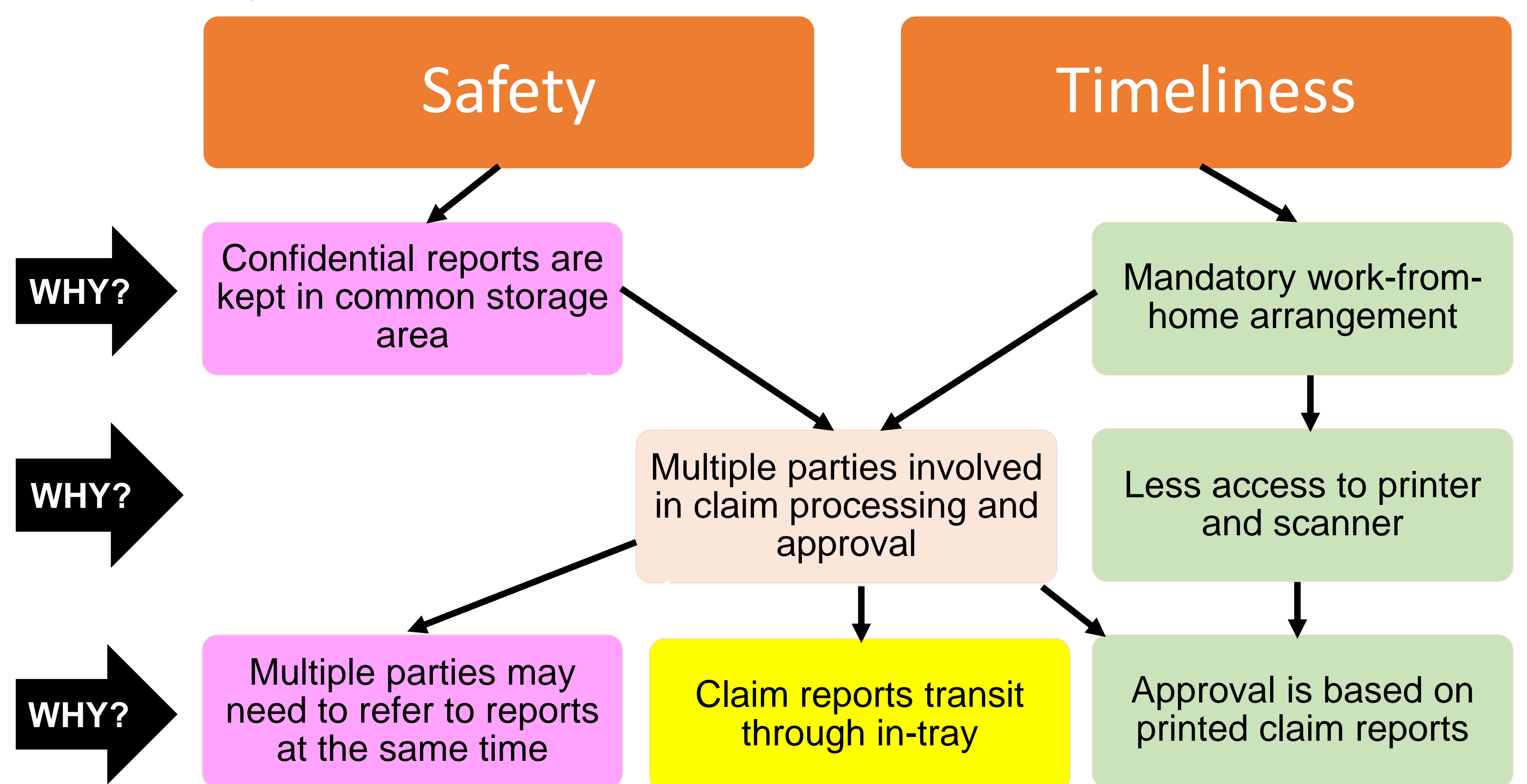
- To allow business continuity during pandemic.
- To minimize risk of unauthorized access to confidential staff medical claim reports.
- To improve turnaround time for claim processing and approval.

Conclusion

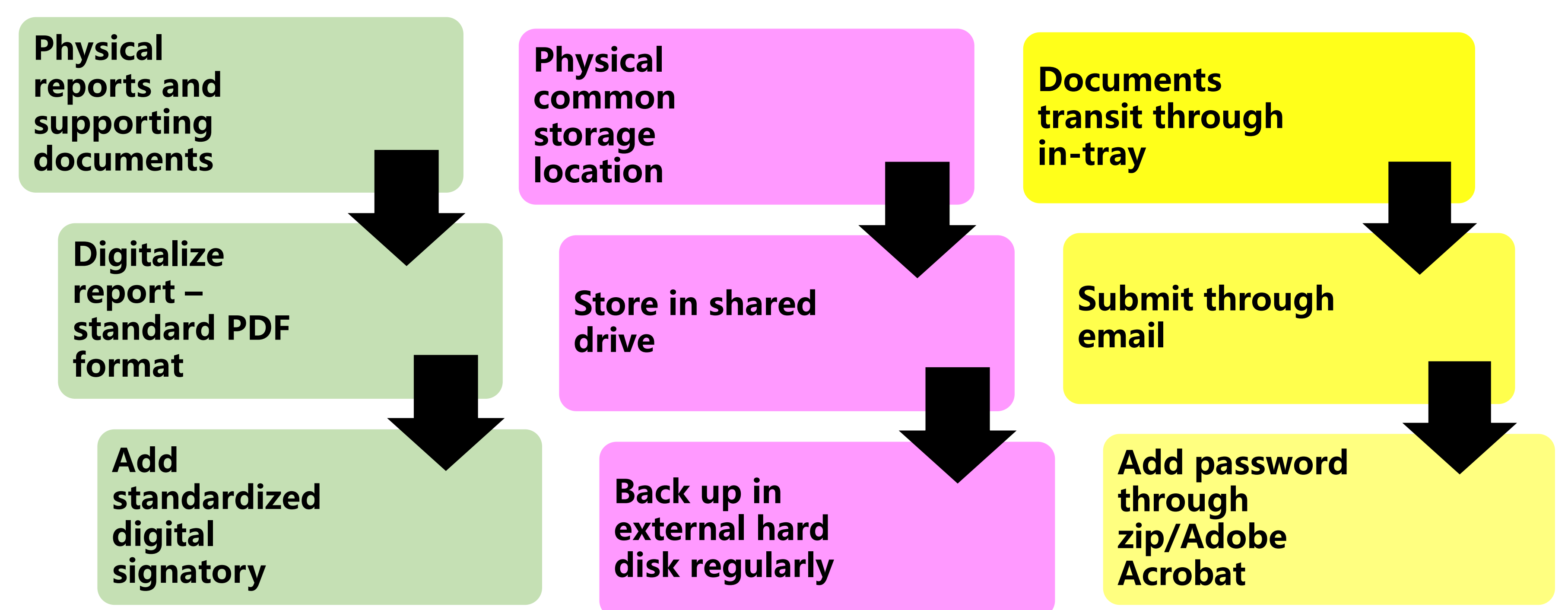
The improvement project allows for business continuity when most of the staff were required to work from home. It reduced turnaround time and saved resources while ensuring full compliance to PDPA.

Methodology

The following root causes to the safety and timeliness problems were identified:



Solutions implemented in phases



Results

