



Singapore Healthcare  
Management 2022

## COMPLYING TO SAFE DISTANCING MEASURES THROUGH DROP-AND-GO COUNTERS.



Polyclinics  
SingHealth

SingHealth Polyclinics – Marine Parade  
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## INTRODUCTION

Prior to COVID19, a SingHealth Polyclinic patient's journey will typically include proceeding to Care Coordinator (CC) counters to have their appointment(s) and referral(s) booked on the spot. This entails a wait time of approximately 20-45minutes during peak period.

## PROBLEM

Patient load started normalizing with the easing of Circuit Breaker but compliance to Safe Distancing Measures was a challenge, given the space constraints at Marine Parade Polyclinic. To ensure adherence, it was critical to change one of the processes within a patient's journey at the polyclinic and CC counters was identified.

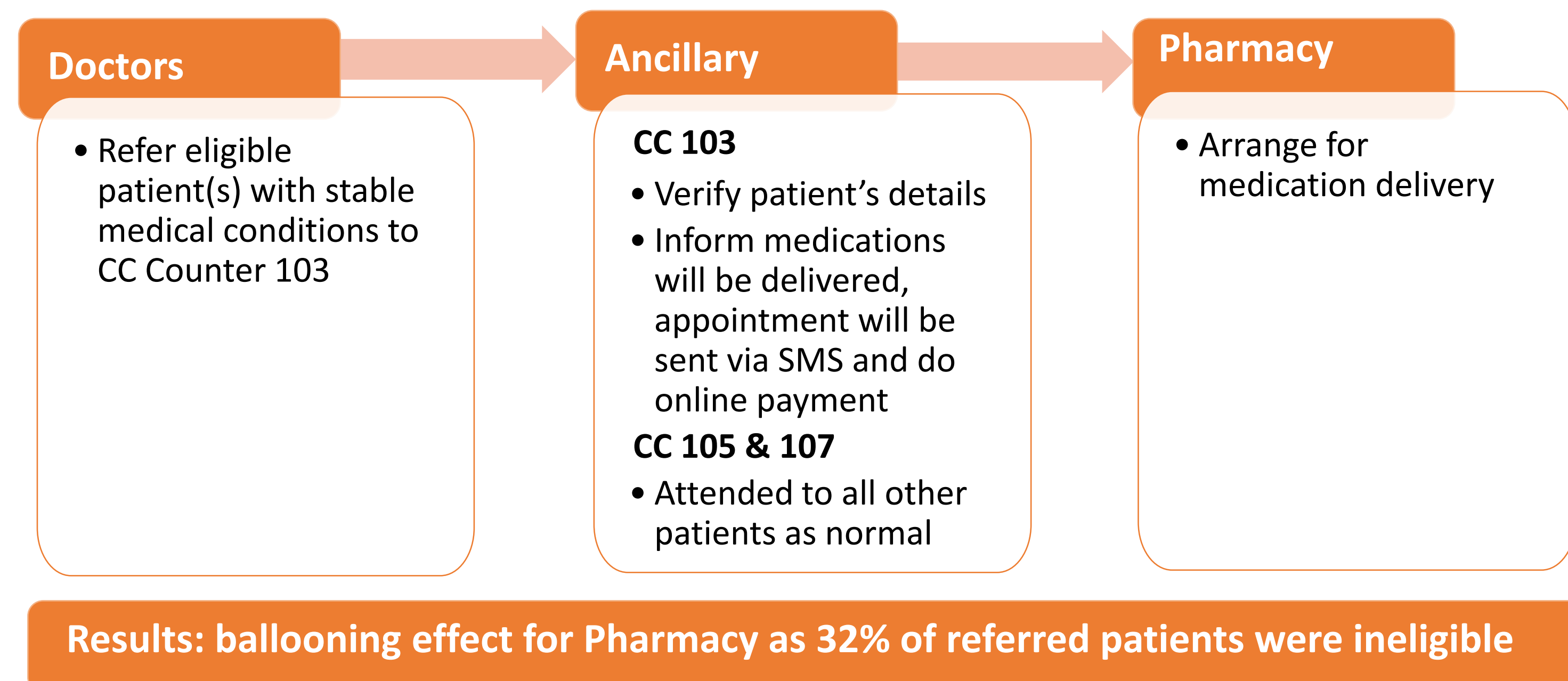
## OBJECTIVES

Reduce patient's wait time by 20% at CC counters to adhere to safe distancing measures.

## METHODOLOGY

The team analysed patients' wait time at various service stations and there were 2 stations that were of interest: Pharmacy and CC. 3 PDSA cycles were carried out.

**PDSA1: Collaborated with Pharmacy and doctors to facilitate Drop-and-Go at CC counter 103.**

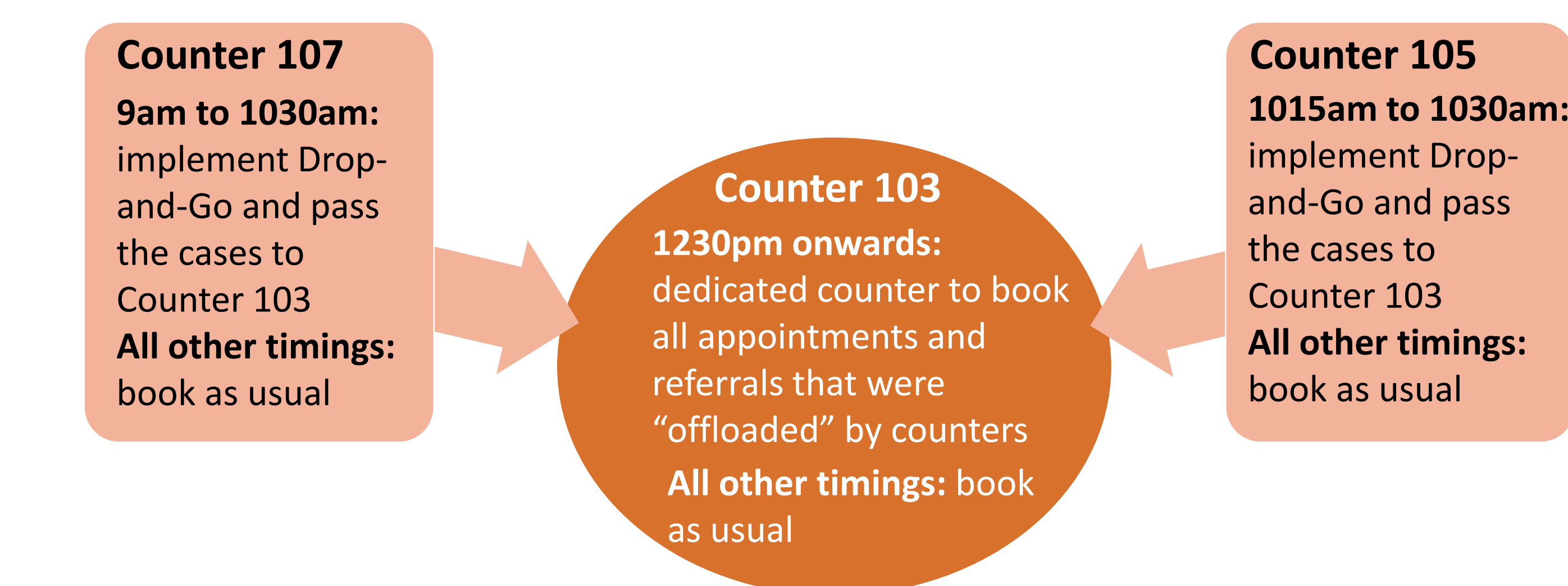


**PDSA2: Changed workflow for all CC counters to implement Drop-and-Go during peak period.**



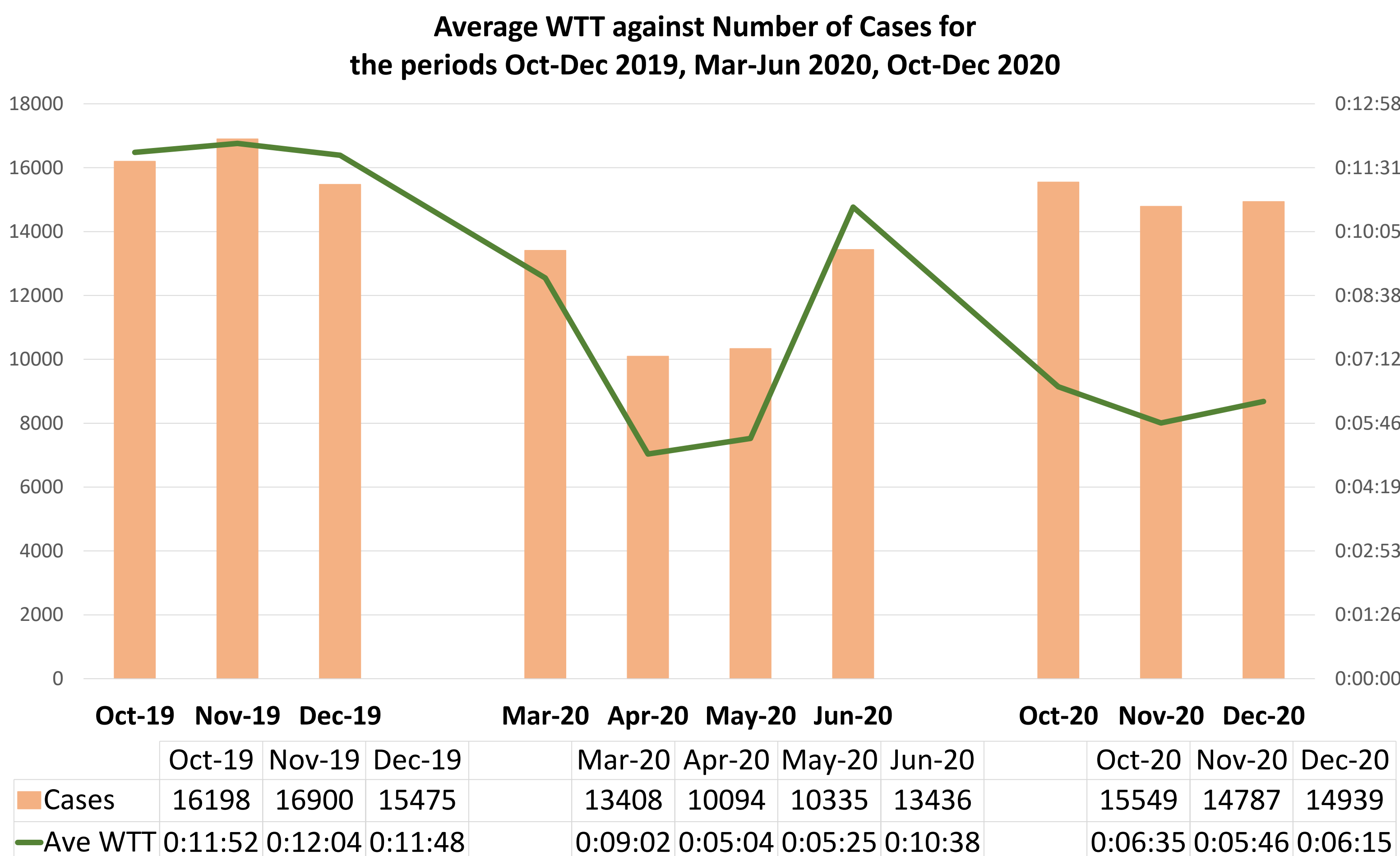
Patients were unfamiliar with the workflow and called Call Centre, which were routed back to CC counters. This caused double work as the CC staff had to call and explain to patients.

**PDSA3: Specific timings were identified for Counter 105 and 107 to verify patient's details and pass to Counter 103.**



## RESULTS

PDSA3 was implemented in October 2022 and yielded positive results.



Wait time at CC counters reduced by **40%**

- Reduced wait time remained consistent, even on days with high volume of patients such as Mondays and post-holidays
- Longest wait time between October 2020 to June 2021: **09 mins 11 seconds**
- No. of patients with wait time of 6 minutes – 10 minutes: **less than 8%**
- No patient waited more than **10 minutes**

This allowed us to comply to the legislated Safe Distancing Measures, even as the number of patients that Marine Parade Polyclinic was serving started to normalize. Other ripple benefits from Drop-and-Go includes:

- Workload levelled across all CC
- CC Counter 103 provided **mental respite** for staff as they had the least disruption as they can focus solely on booking appointment/referrals
- Lesser errors and missed cases in appointment bookings and referrals



## FUTURE WORKS

The success of the Drop-and-Go counter paved the way to relooking at workflow processes at the CC counters. As the team saw the value of the project and became confident, it became Phase I of the CC counter workflow revamp for Marine Parade Polyclinic. In 2022, Marine Parade Polyclinic embarked on Phase II of the CC counter workflow revamp with the introduction of One Stop Counter.

## CONCLUSION

The implementation of Drop-and-Go helped Marine Parade Polyclinic to not only meet Safe Distancing Measures but also reduced the wait time for patients at CC Counters. This, in effect, reduced patient's overall wait time and increased patient's experience and safety. With the successful implementation of Drop-and-Go at Marine Parade Polyclinic, it was implemented at other SingHealth Polyclinics.