



**Singapore Healthcare Management 2022**

# Implementation of Video Consultation services for Pre-operative Evaluation Clinic (PEC)



Goh Xiao Qing, Kelvin Ho Chew How, Tan Yeong Horng (Outpatient Clinic Operations), A/Prof Sharon Ong Gek Lim, Dr Lim Wan Yen, Dr Chai Jia Xin, Dr Samantha Heng Sieh Yen, Dr Kevin Seah Kwee Hong, Dr Lathiga Nambiar D/O Reguvaran, Dr Malvine Phua Wei Ming, Dr Goh Siting, Dr Duran Rhommela Garis, Dr Ahmad Hamidi Bin Mohammad Ali (Department of Anaesthesiology)



## Introduction

- Patients who are scheduled for surgery under General or Regional Anaesthesia are required to undergo a pre-operative anaesthesia assessment and a series of Pre-Admission Tests (PATs) prior to surgery.
- For Specialist Outpatient Clinic (SOC) patients, they are required to visit the SKH Pre-operative Evaluation Clinic (PEC) on a separate day to complete PATs (blood tests, ECG and chest X-ray) and anaesthesia assessment.
- In the COVID-19 pandemic, the need for safe-distancing measures highly encouraged healthcare providers to adopt telemedicine whenever possible to reduce virus transmission.

## Aims



### Improve Overall Patient's Experience

- ✓ Minimizes an additional trip back to the hospital for PEC consultation
- ✓ Increases convenience for the patients as they are able to attend consultation from home
- ✓ All family members may participate in the consultation, with no limitations in numbers.



### Reduce Risk of Coronavirus disease 2019 (COVID-19)

- ✓ Risk of COVID-19 virus transmission and exposure for patients, NOKs and staffs are reduced

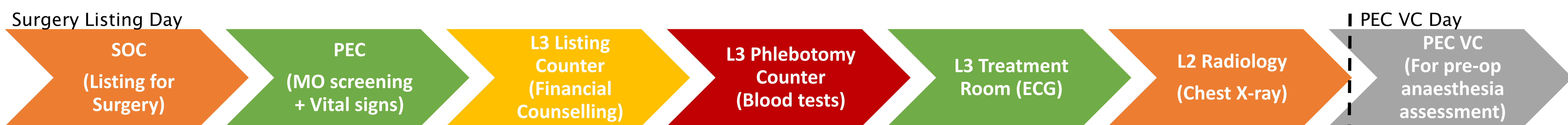
### Align with the Ministry of Health, Singapore

- ✓ To adopt telemedicine such that patient care is not compromised in times of COVID-19
- ✓ Ensures that safe management measures are in place number of patient's physical visits were reduced

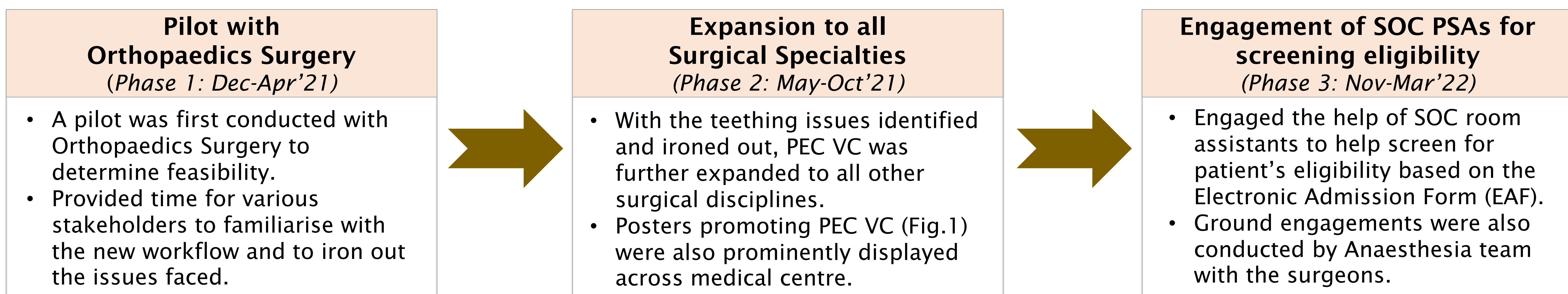
## Methodology

### [1] Streamlined Patient's Journey (Patients complete all PATs on same day):

PEC Video Consultation (VC) eligibility criteria include low risk surgeries (duration < 4 hours with minimal expected blood loss), patient age 21-65 years, American Society of Anaesthesiologists (ASA) class 1 or 2, body mass index < 35 and ability of patient to use Zoom video conferencing.

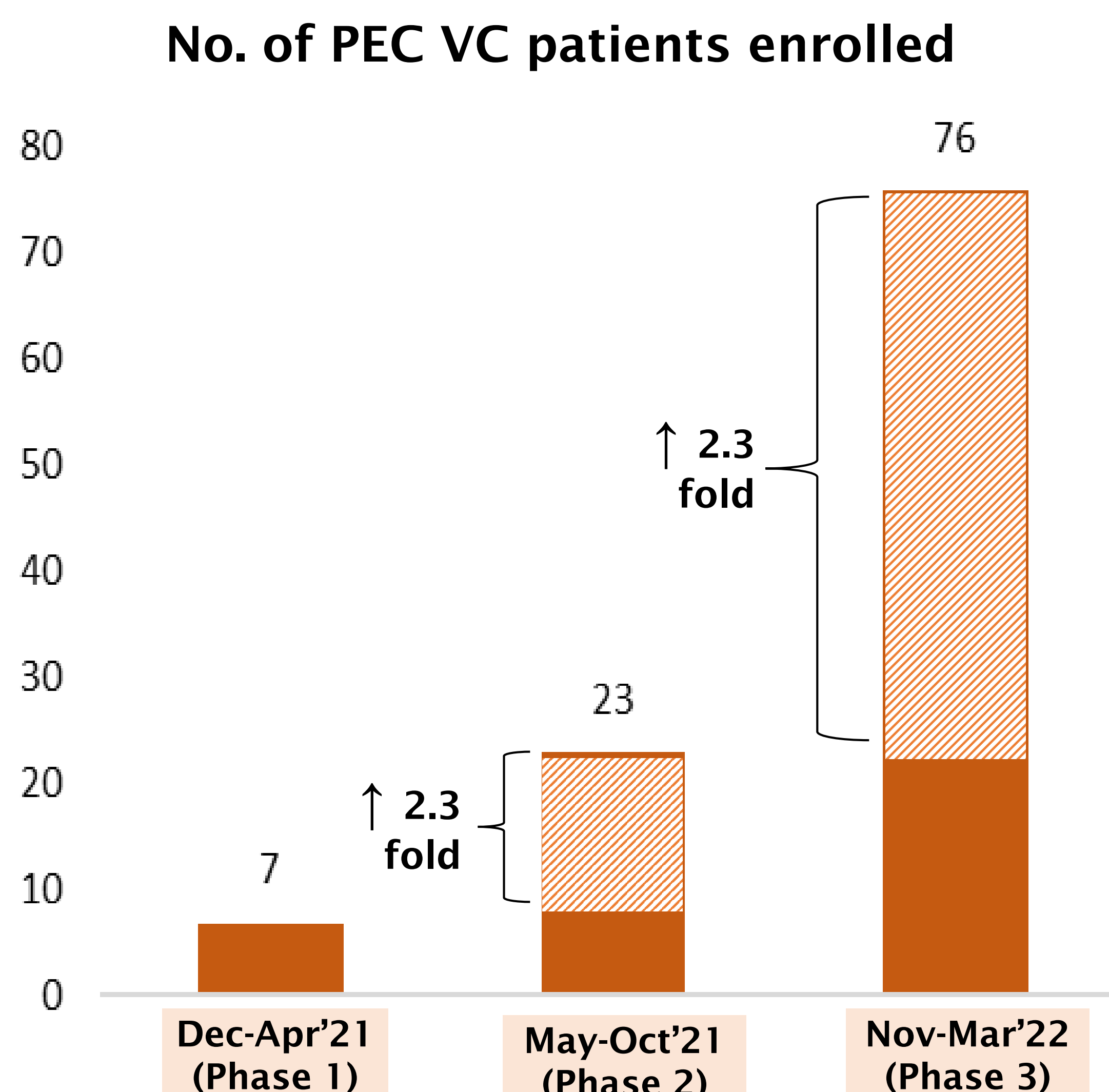


### [2] Key Phases of Project:



## Results

- In Phase 1, 7 patients were enrolled.
- In Phase 2, 23 patients were enrolled (2.3 fold increase).
- In Phase 3, 76 patients were enrolled (2.3 fold increase).
- All enrolled PEC VC patients successfully completed surgeries with 0% surgical cancellation rate.



## Conclusion

- With the implementation of PEC VC, patients were able to reduce an additional trip back to the hospital for PEC consultation.
- This has greatly increased patient's convenience and also reduced the risk of COVID-19 virus transmission/exposure for both patients and staff.
- This has led to overall improved patients' satisfaction and experience in SKH.



Fig.1 Poster promoting PEC VC