



# Paperless Appointment Workflow at Children's Emergency (CE)

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**KKH CE Admissions**  
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## INTRODUCTION

CE doctors issue Appointment Order Form to parents and parents drop it at CE Admission counter for Patient Service Associate (PSA) to book.

At a certain timing, the PSA prints a consolidated appointment listing for the day to check on any missing appointment that have yet to be booked. This process poses some challenges for both the caregiver and staff. >>>>>>>

## Challenges

### Caregiver

- forget** to drop the appointment form and miss the appointment.
- Unnecessary journey** to CE Admissions counter, for those without medication.
- Unnecessary wait**

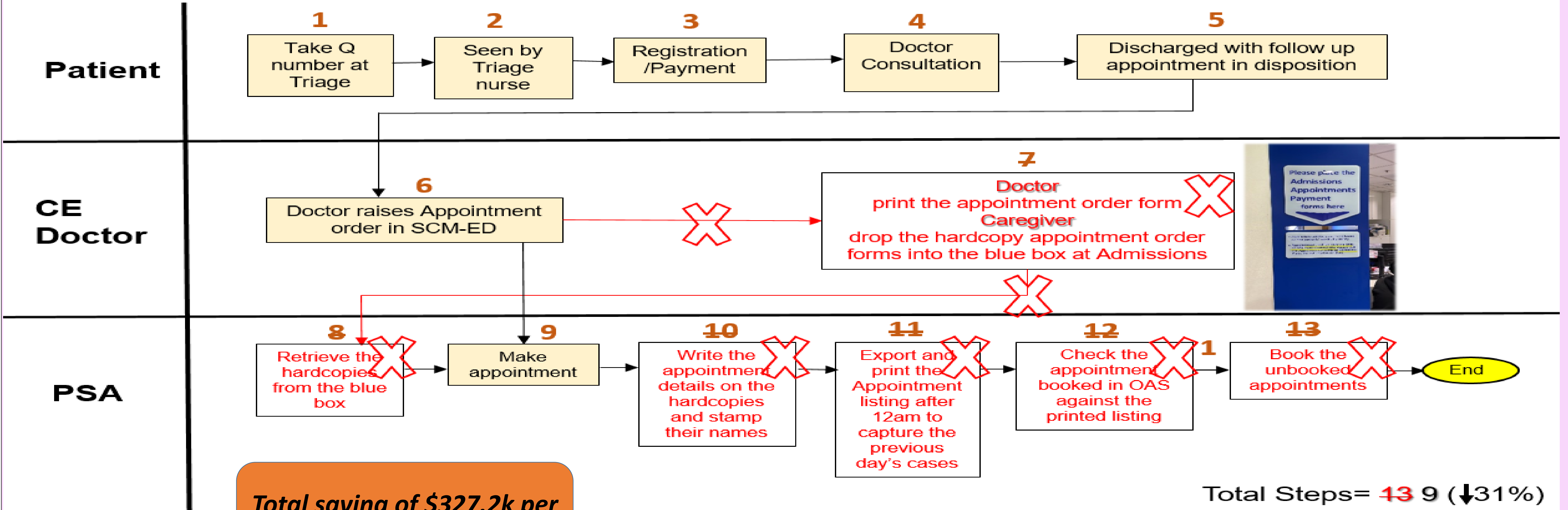
### Staff

- Appointment-booking staff has to walk to CE Admissions counter from CE Registration counter every hour to collect appointment forms.
- Clarifications on additional notes required from doctors at times.
- Manual Check-time and effort spent to check for missing appointments.



## METHODOLOGY

### Appointment-making Workflow at Children's Emergency



## RESULTS

Total saving of \$327.2k per year, or \$1.64m for 5yrs!

- Patient Safety** – Greatly reduced the probability of missed appointments booking, as staff always refer to the listing instead of the loose copies received.
- Cost efficient/ Go Green** – Paper saving of about **36,000** papers per year, which translates into cost saving of **\$230** per year.
- Improved Patient Experience** - Save patient's time as patient do not need to wait for appointment form to be printed by doctor hence it eliminates unnecessary waiting time.
- Focus on Patient Care** - Doctors do not have to print forms to explain and provide wayfinding to Admissions counter. Time saved is 3 mins per appointment or cost saving of \$301,000 per year.
- Real-Time/Up-to-date booking** - staff can keep refreshing SCM to check for new appointments.
- Eliminate checking of appointment listing** - Time saved is 2 hours per day or cost saving of \$26,000 per year.

## CONCLUSION

With this initiative to go paperless, we meet the organisation's objective to enhance patient safety, improve patient experience, Go Green and create more joy at work for staff and contain healthcare cost.

### Workgroup Members

#### CE Admissions staff:

- Rajesvari
- Hafilah
- Yuki
- Faezah
- Belle
- Syarifah
- Kalarani
- Qamariah
- Sharminna
- Syafiqah
- Nadrah

