



**Singapore Healthcare  
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# Streamline Financial Counselling of SOC Day Surgical Procedures

Darren Loh Wei Jian, Amanda Low Si-Min,  
Outpatient Clinic Operations (OCO)  
Chua Yi Jia, Lee Wan Pin  
Pre-Operative & Admitting Services (POAS)



Sengkang  
General Hospital  
SingHealth

## Introduction

In Sengkang General Hospital Medical Centre (SKH MC), approximately 1 out of 5 outpatients are listed by doctors for surgical procedures, of which 10% is for Day Surgical Procedures performed in SKH MC.



Patients will need to **queue** for a Financial Counselling (FC) session conducted by Pre-Operative Services (POS) staff at the Listing & FC counters. On average, a patient spends around 13 minutes waiting for his/her turn. Listing & FC counters may experience overcrowding of patients on a typical clinic day.



Admissions-related information such as patients' Estimated Bill Size (EBS) and ward type is **available online** and **easily accessible on Admissions Buddy**.



**Reducing patients' dwell time** at the hospital is in both patients' and hospital's interests against the backdrop of Covid-19 pandemic and innovation in the Digital Age.

## Methodology

To reduce the number of stops in patient's journey, POAS has developed an eligibility criteria for patients to be sent home after doctor consultation. Staff will perform listing functions backend and send SMSes with the following details:



Procedure date  
and time



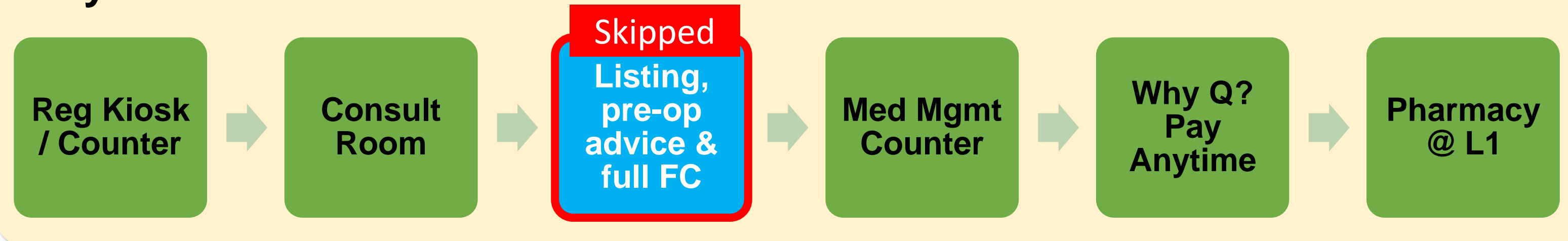
Invitation link to perform **Self-FC**  
via Admissions Buddy



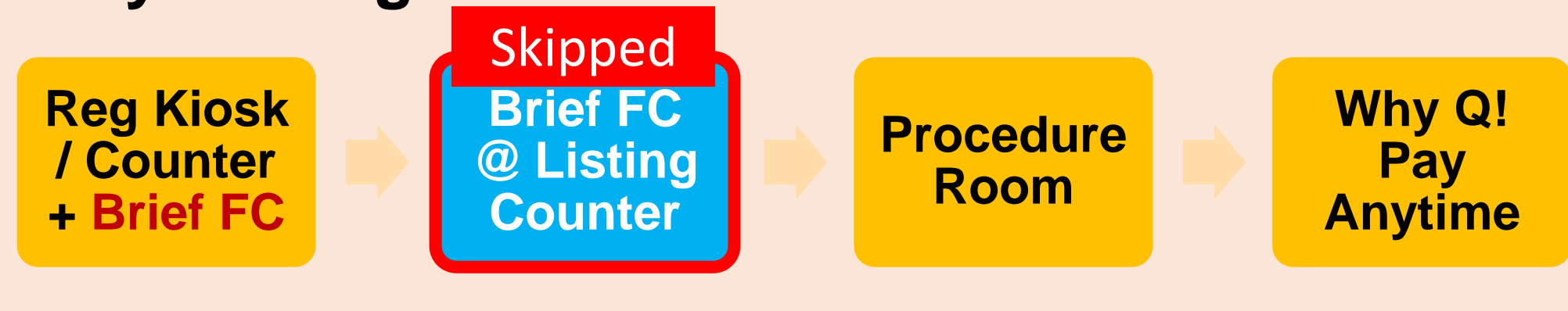
Admissions  
Hotline

Criteria	
Admission Date	≥7 calendar days
Resident Status	SC/ PR
With mobile phone	✓
Non-nursing home	✓
Non-mentally incap.	✓

### Day of Doctor Consultation



### Day of Surgical Procedure @ MC

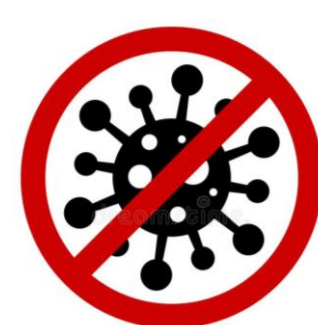


On procedure day, clinic staff will register and perform brief FC concurrently before directing patients for their day surgical procedures. To support this, clinic staff has completed training and certified competent by POAS to conduct FC.

## Results



Eliminates the need for patients to wait at Listing Counters by removing additional stop



Limit spread of infectious diseases (e.g. COVID-19) with reduced contact time with patients



After patients acknowledge their EBS on HB, counter staff to only provide brief FC on procedure day → reduce patients' dwell / service time at frontline counters



Empower patients to be able to access info from home, to make joint decisions with caregivers and family members



Also led to the added benefit of:



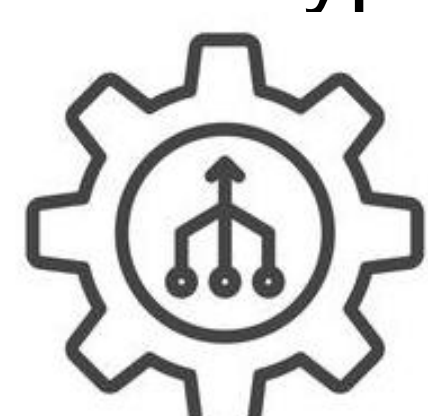
Encouraging the use of e-services (e.g. HealthBuddy)



Consolidated backend team to support Listing Functions → greater efficiency and flexibility in deployment of manpower resources

## Conclusion

**Self-FC** is part of the continual efforts for improvement by exploring and leveraging on digital solutions for **greater efficiency** and streamlining processes to **reduce waste**. Furthermore, with the COVID-19 pandemic, it is crucial to **reduce unnecessary contact** in order to control and manage infection rates. HealthBuddy is an excellent platform that provides an avenue for SingHealth institutions to **share information with patients** pertaining to Admissions, Education Materials, etc. To streamline and remove additional stops in patient's journey, patients will bypass Listing Counters and perform Self-FC at home, enabling the following benefits:



Streamlined Patient  
Outpatient Journey with  
multiple stops eliminated.



Patients do not need to wait at  
Listing Counters for extended  
periods of time.



Encourage the use of e-  
services and empower  
patients to self-help

With the success of this pilot, the plan would be to extend this initiative to other outpatient clinics within MC in a phased approach. Therefore, all patients with planned day surgical procedures in MC will be able to skip the queue and self-help by accessing Admissions Buddy.