



Singapore Healthcare Management 2023

Drag to Save

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BACKGROUND

- Pre-enlistees referred for specialist consultation will be given a Letter of Identity (LOI) with specific appointment date and time stated
- With each change of appointment, a new LOI must be issued
- MINDEF Medical Classification Centre (MCC) will email LOIs and Referral Letters of pre-enlistees with upcoming appointments to a central team at SGH
- All documents are printed and stored in a physical file near the registration counter
- Clinic staff retrieve the documents on day of consultation - Referral Letters are passed to specialist and archived by Medical Records Office, whereas LOIs are submitted to Patient Financial Services (PFS)
- No-show and appointment cancellation rate for this group of patients is 68.8%, resulting in paper wastage

AIM

- To reduce the number of LOIs printed for patients referred to Department of Endocrinology from MINDEF MCC
- To create a sustainable digital workflow

METHODOLOGY

- Reviewed documentation flow for pre-enlistees, noted high no show resulting in a lot of papers being printed and shredded
- Team explored with PFS to share documents digitally
- Created a Shared Folder to save all documents
- PFS and clinic-in-charge can retrieve them whenever required

BEFORE

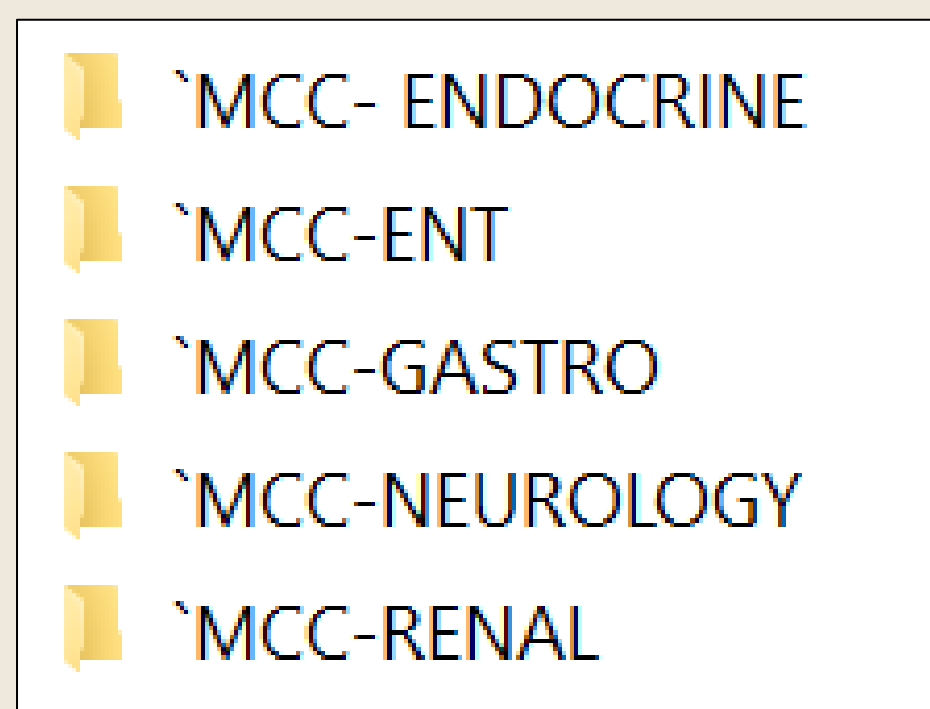
- All LOIs are printed and stored in a clinic file
- After consult, clinic staff retrieves LOI from file and submits with invoice to PFS via internal mail
- PFS staff receive LOIs and process accordingly

AFTER

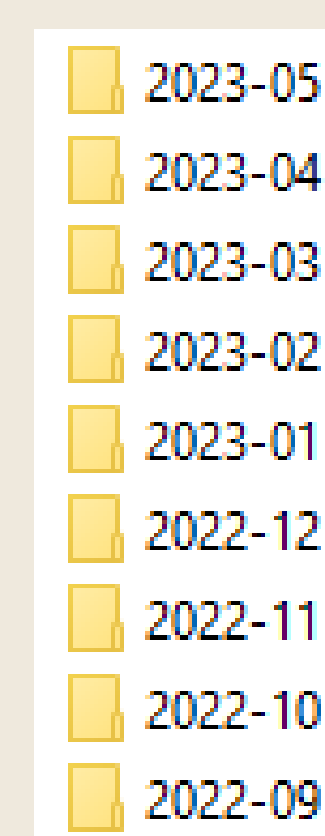
- All LOIs are saved in a Shared Folder according to department and appointment duration
- PFS staff obtains LOI from Shared Folder directly

Documents organised in the Shared Folder

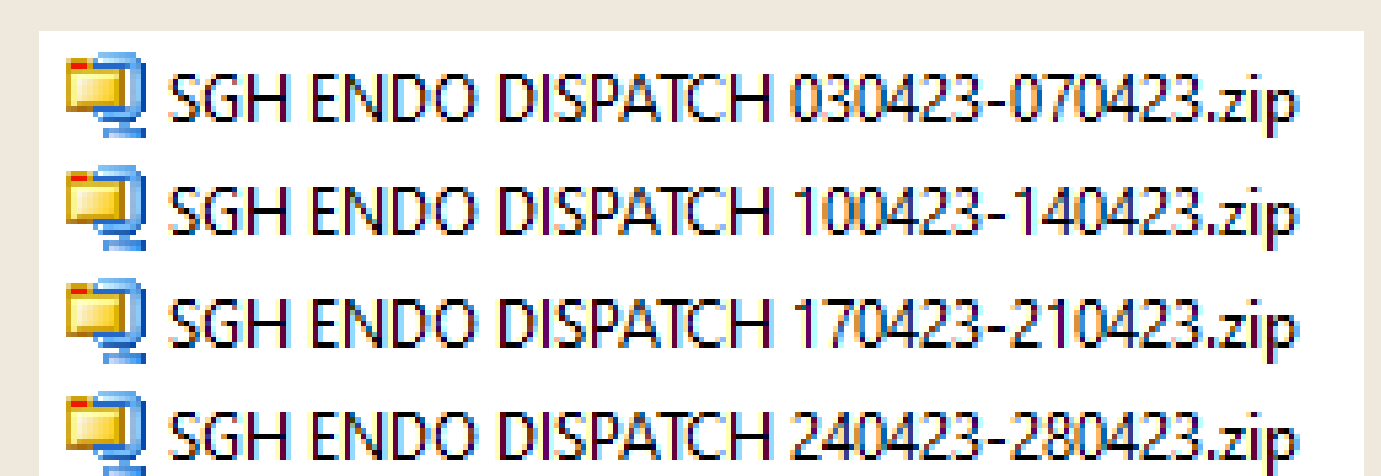
(1) According to different departments



(2) According to appointment months



(3) According to appointment weeks



RESULTS

Savings per month



\$63
of printing

Reduced paper wastage and printing cost
Saved 108 printouts every month



300 mins
of walking

Eliminated need to walk to and from mail room



324 mins
of searching

Reduced time spent printing, filing, searching for and shredding LOIs

CONCLUSION

- With the implementation of the Shared Folder, there are savings in the amount of paper and toner used
- Resources to deliver the documents internally can be **diverted to more value adding tasks**
- This is a sustainable workflow as it reduces unnecessary waste and can be scaled up to other departments
- Every little step can help to minimise carbon footprints

