



Mothers-To-Be QR Codes

1 BACKGROUND

1. Mothers-to-be forms provide patient an overall estimated bill size for delivery procedures based on ward type and residential status.
2. They are printed on color papers to categorise them according to residential status.
3. Patients will proceed to Information Counter to enquire on delivery charges and these forms will be distributed to them.
4. If there is any revision of the forms, the physical forms must be discarded and reprinted.



2 AIM



- ✓ Reduce the usage of papers.
- ✓ Have a cost-effective solution to simplify work processes.
- ✓ Digitalise work processes as part of the Smart Hospital initiatives.
- ✓ Improve patient's experience by catering to their convenience.

3 METHODOLOGY



1. By utilising QR codes, patients can scan and download the digital forms into their handheld devices.
2. Patients can keep and view the forms at their own convenience. This also help to reduce the hassle of carrying the hardcopy forms around
3. The codes are generated through ForSG, a secure and anti-phishing link shortener built by the Singapore government.
4. The usage of the codes will be tracked using the analytics provided by ForSG.

4 RESULT



1. Save papers and reduce cost:
 - a) The projected saving is estimated to be **\$168** per year.
 - b) In 9 months, we received **7729** link clicks, and these equate to about **15** rims of A4 papers (1 rim of 500 papers cost \$4.20 and copier meter charge is at \$0.008 per piece).
 - c) Not required to reprint new copies of forms when there is revision.
 - d) Reduce usage of printer ink and colored A4 papers.
2. Convenient for patients:
 - a) Do not have to carry the hardcopy forms around.
 - b) Easy retrieval of forms for own reference.
 - c) Enlarging of form size on handheld devices.



5 CONCLUSION

“ It greatly reduces the consumption of papers and printer ink. ”

“ It promotes and aligns with Smart Nation initiative. ”

“ We will continue to strive for process improvements for the betterment of patient's experience. ”