

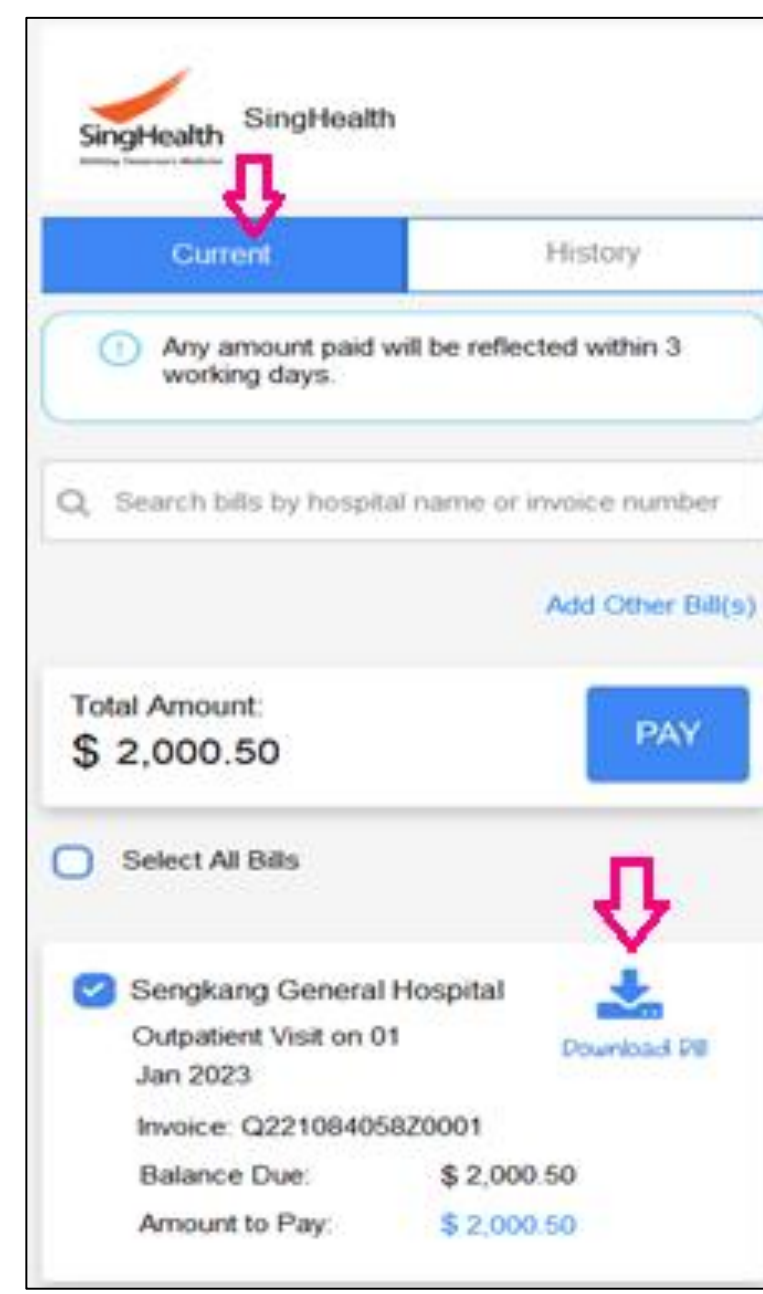
# Shifting SKH from use of Paper Bill to Electronic Bill (eBill)



Singapore Healthcare Management 2023

## INTRODUCTION

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### Opportunity

Effective from 1 Jan 2023, Health Buddy increases the availability period of fully paid bills from 185 days to 1 year. As the healthcare industry is rapidly moving towards digitalization and together with the usage of Health Buddy application, Sengkang General Hospital Business Office (SKH BO) embarked eBill for Inpatient and Day Surgery on 1 Feb 2023 to achieve "Go-Green" for sustainability.

### What is eBill?

eBill here refers to how patient view their digital invoice conveniently and no longer receive hardcopy bills after their discharge.

### How are bills shown in Health Buddy?

Patient with SingPass access can conveniently view and retrieve their bills (outstanding and fully paid) in Health Buddy.

## METHODOLOGY

SKH BO leveraged on an existing system OMS-500 (Document Output Management System) and developed new ways to segregate invoices in accordance with patient residential status (More details, refer to Step 4 below).

The assumption here is that foreign, non-residents and long-term visit pass holders might not be accessible to Health Buddy via Sing Pass. Thus, to be empathetic towards patients' needs, 2 groups of bills were formed:

- "Print" for Foreigners and Non-Residents
- "No print" for Singaporeans and Permanent Residents

### 1. Empathize

- Understand current process via stakeholders
- Identify opportunities to streamline billing workflow towards eBill

### 2. Define and Ideate

- Finalize objective and approach planning

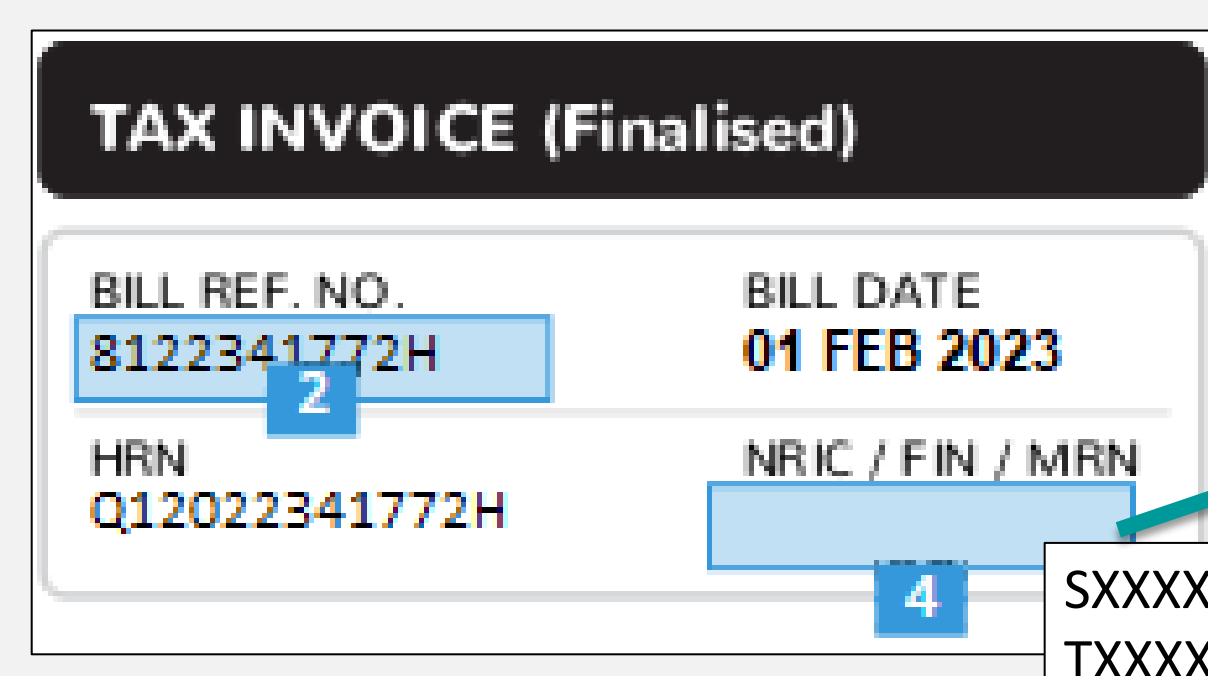
### 3. Prototype

- Create and revise action plan – Segregate bills into 2 groups; "print" and "no print" groups
- Design solution

Innovate via Design Thinking

### 4. Build

- Validation check – Ensure accurate filter of bills for the 2 groups



In OMS-500, create a new zone at NRIC position on bill

OMS-500 scan the zone to segregate bills into 2 groups and sort the bills into respective output folders

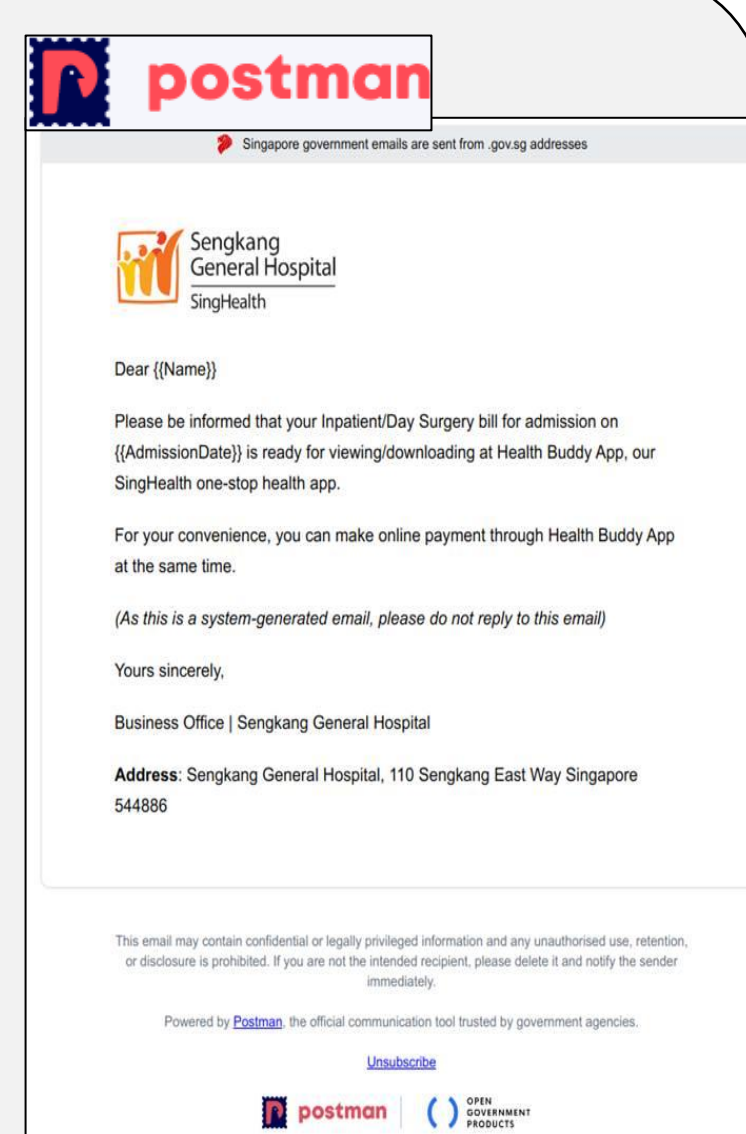
### 5. Test

- Executed 3 rounds of test on 5-10 sample volume and performed pilot test on 100 sample volume. Verify results.

### 6. Sustain

- Iterative solutioning to make process better

- Patient who does not require to pay will not receive a bill reminder (sent to patient only if there is an outstanding amount).
- Making use of discharge report in SAP (having patient's email address) and Postman (An Open Government Product Tool developed by GovTech), BO will send a customized email once patient's eBill is ready to be retrieved from Health Buddy



- The team improves from feedback and innovate beyond current

- Due to next-of-kin passed away, family was unable to view bill(s) via Health Buddy

In OMS-500, create a new zone at Name position on bill

Update logic for OMS-500 to scan and capture the word "THE FAMILY OF"

Successfully segregate and sort the deceased cases

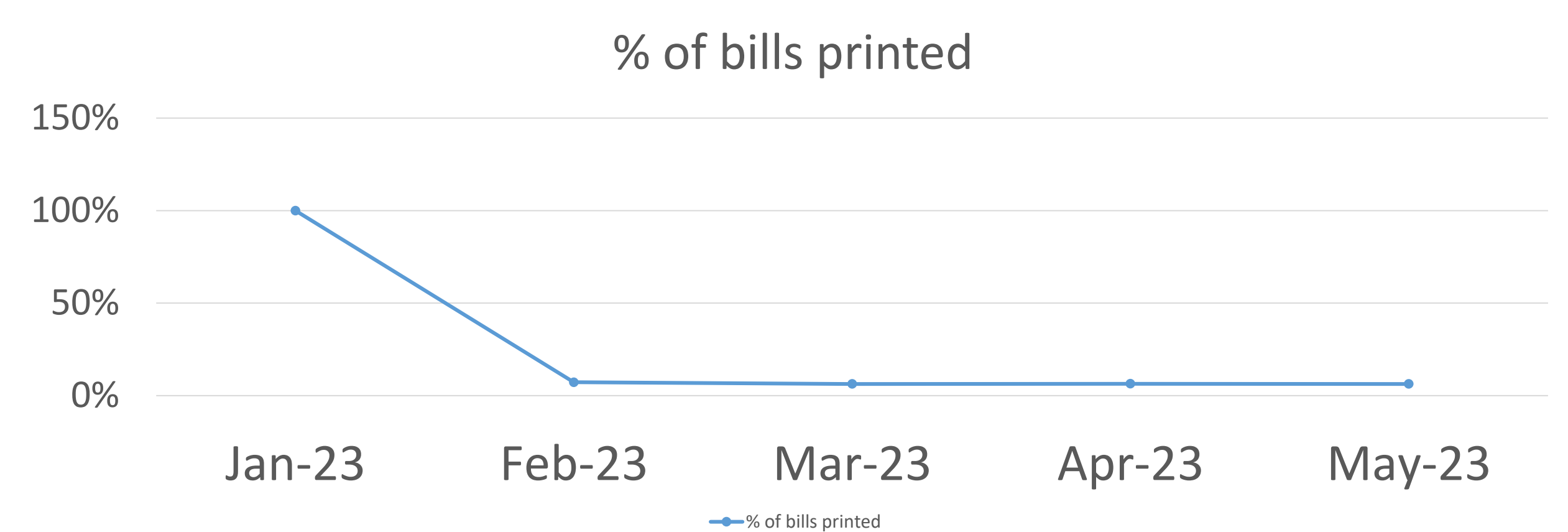


## RESULT

✓ Volume of bill printing had greatly reduced from 100% (Jan reference) to 6.55% (average of 4 months) from Feb 2023 to May 2023

✓ With the decreased in bill printing, **cost of consumables and maintenance is estimated to reduce by \$22,627 annually**

- Consumables consists of Postage, Envelope, Toner and Paper
- Lower priced maintenance plan was opted due to lower reliance of mail sealer machine



- ✓ Increase productivity and operational efficiency
- ✓ Promote Joy@Work with workflow streamlined
- ✓ 390 man-hours saved per year in sorting and enveloping
- ✓ Having Mobile Pay feature in Health Buddy, patient able to securely pay their bill(s) which resulted **Mobile Pay** transactions for SKH increases about 24% from Feb 2023 to Mar 2023.



## CONCLUSION

- By adopting the initiative of shifting to eBill, it helps to reduce paper waste and carbon footprints by promoting eco-friendliness and sustainability.

- Patients or next-of-kin conveniently receive their electronic final bills via Health Buddy in a promptly and secured manner which aids in mitigating PDPA risks for lost mail with hardcopy bills.
- With eBills, SKH staff experienced Joy@Work with the operational workflows streamlined and open to opportunities on automation.
- Lastly, with the successful launch for SKH Inpatient and Day Surgery, SKH Emergency Department and Specialist Outpatient Clinics had jointly onboarded eBill on 19 June 2023.