



Singapore Healthcare Management 2023

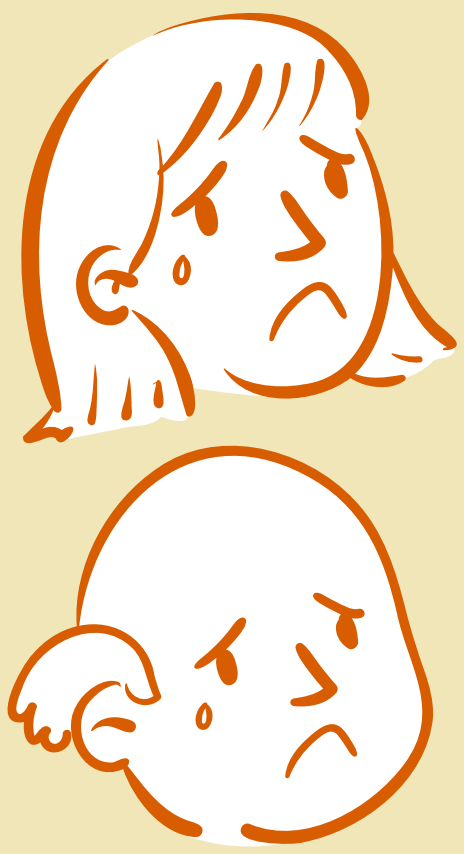
EASY PEASY, DISCHARGE EASY

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BACKGROUND



SKH ED consistently receive feedbacks from patients and NOKs as well as queries from Call Centre regarding the inconvenience and confusion in obtaining discharge documents e.g. discharge summary, doctor's memo, laboratory and scan results etc.

OBJECTIVE

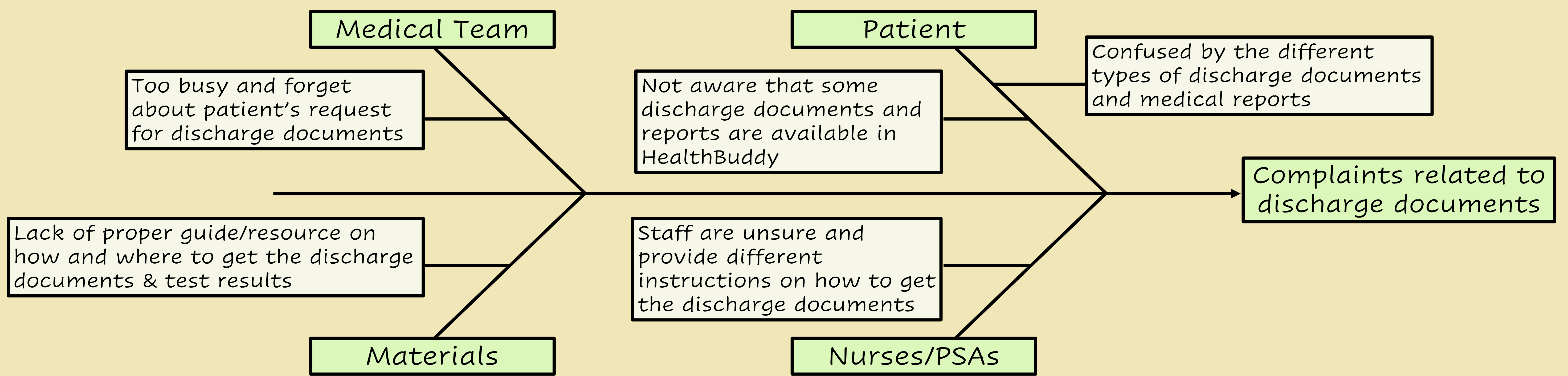


To provide an **enhanced patient experience** in SKH ED by simplifying the process to request for discharge documents



METHODOLOGY

Using the Ishikawa Diagram analysis, the team identified common patient complaints relating to discharge documents:



INTERVENTION

Using the PDSA (Plan-Do-Study-Act) method, the team rationalized that ED PSAs can assist with such non-clinical tasks.

At the end of the ED journey (i.e. the payment counter):

1. PSAs are given SCM access to print the ED discharge summary
2. A poster is placed to inform patients that the ED discharge summary can be provided upon request
3. A guide on how to obtain/request for other medical reports is also placed at the payment counter

A&E Discharge Summary

If you require a copy of your A&E Discharge Summary, you may request it from our payment counter staff

Test Results & Reports on HealthBuddy App

- Lab test results
- Covid test results & vaccination
- Immunization status
- Inpatient discharge summary

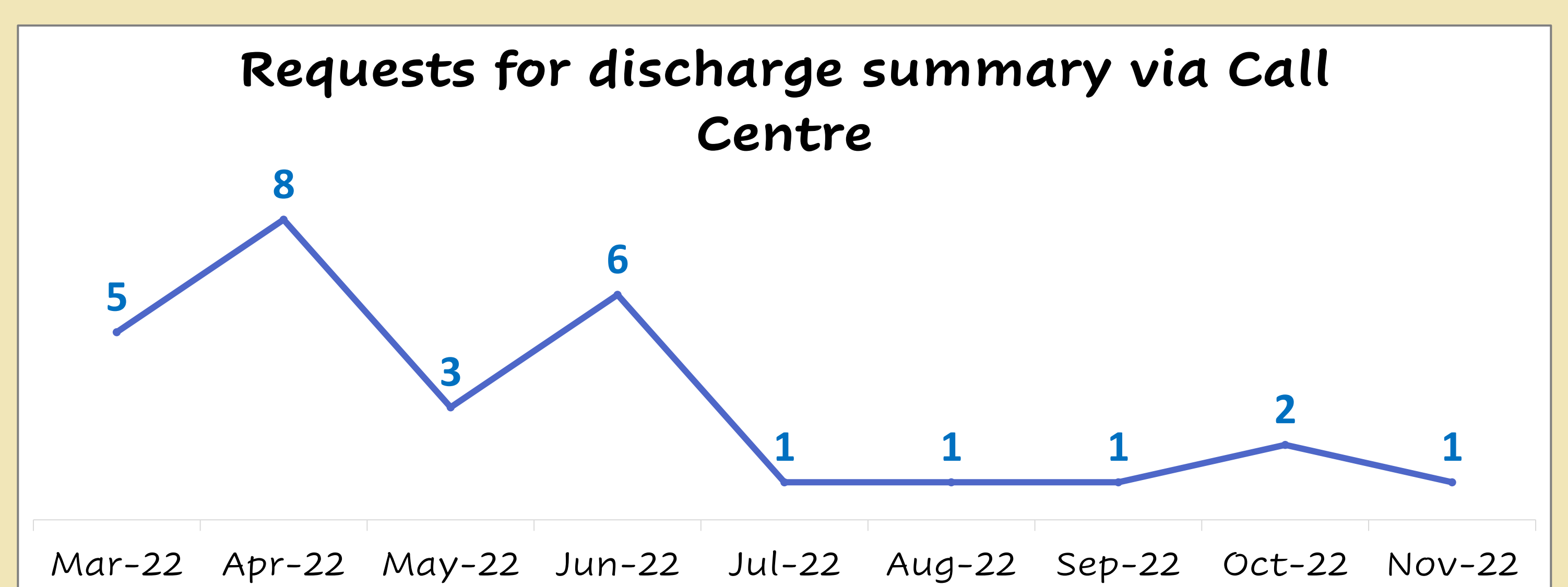
Other Report Types

To request for other report types e.g. X-ray, CT scan, MRI scans (charges may apply), please email your request to Health Information Management Services (HIMS) at: medicalreports@skh.com.sg

Scan here to access our SKH website for more information:

www.skh.com.sg/patient-care/inpatient-day-surgery/Pages/request-for-medical-report.aspx

RESULTS



Since this initiative started in July 2022, the average number of requests per month for discharge summary has dropped by **80%**

CONCLUSION



Enhanced patient experience as patients are given the option of obtaining the discharge summary during the day of visit



Simplified and informative guide on how to obtain medical reports **reduces patient anxiety and confusion**

Moving forward, there are plans to include FAQs regarding ED bill on the ED website as this is another common source of confusion for patients after their discharge.