

DIGIZOOM

Online Video Conference Financial Counselling

1 BACKGROUND

1. During COVID-19 pandemic, the team faced considerable challenges reaching out to patients, who are in isolation.
2. The team tried to overcome the challenges by redeploying TEMI robot, which was used for ward orientation.
3. The trial was eventful due to cross-infection concerns raised.
4. Through the experience from TEMI Trial during pandemic period and the whitelisting of Zoom within corporate network, the team embarked on a pilot trial to reach patients via Zoom for financial counselling (FC).
5. With KKH on-boarding of OnBase, the team trialed digitisation of documents and upload them into OnBase.
6. Using OnBase, admissions team can upload and subsequently retrieve patient documents from OnBase at the point of admission.
7. The team leverage on video conferencing as an effective means to reach patients for the conduct of FC.

2 AIM

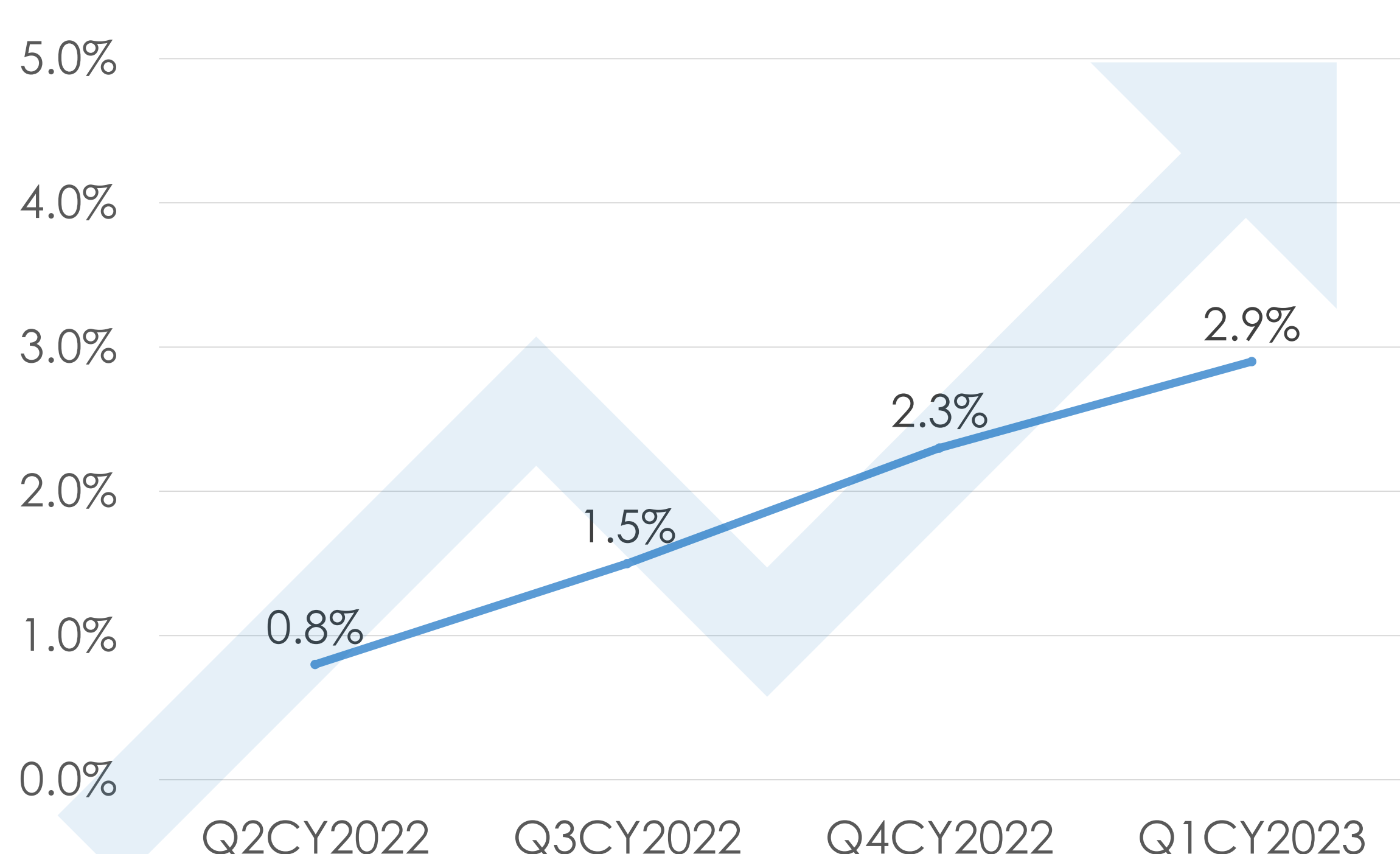
- ✔ To actualise time savings for patient and improve experience from less way finding within the hospital.
- ✔ To reduce hardcopy recording of documents.
- ✔ To have a cost-effective solution to simplify work processes.
- ✔ To digitalise work processes as part of KKH's effort to support Smart Hospital initiatives.

3 METHODOLOGY

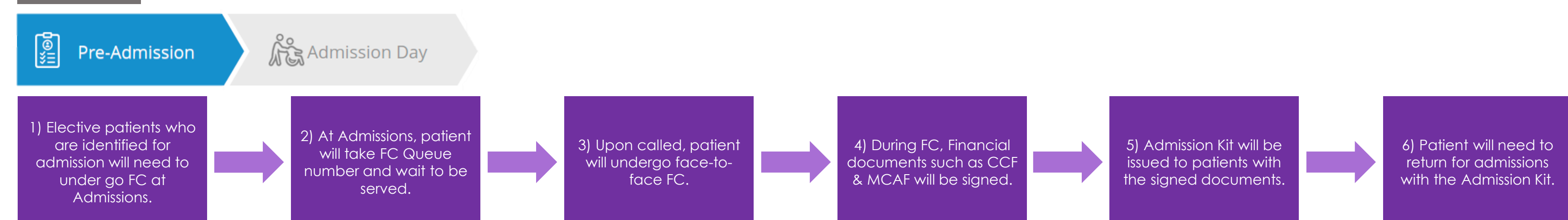
1. Elective patients who are identified for admissions will need to undergo FC.
2. Admissions will schedule patients for FC via Video Conferencing.
3. During DigiZoom FC, financial documents will be signed and documented into OnBase.
4. On admission day, the documents will be retrieved from OnBase.

4 RESULT

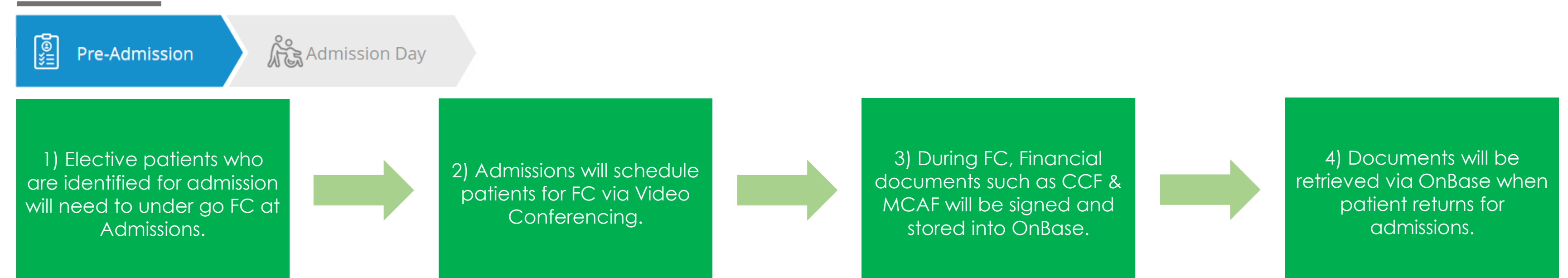
1. DigiZoom provides a safe and secure platform for patient's confidentiality.
2. Reduces patients' dwell time in hospital.
3. Allows patients to complete FC at their preferred time and location.
4. Eliminate duplicate effort to re-FC patient who did not bring the Admission Kit containing the signed documents.
5. Counter transaction time for Admission process improved by **65%** for patients who undergone DigiZoom session.
6. In the first quarter of 2023, we achieved a **31%** month-on-month take up rate for DigiZoom.



As-Is



To-Be



5 CONCLUSION

1. It greatly reduces the consumption of papers and folders as the completed documents will be stored into OnBase.
2. It reduces patients' dwell time in hospital as it allows patients to complete FC at their preferred time and location.
3. By utilising existing systems, we integrated them into a one-stop virtual support locality to improvement of our service delivery.
4. We will continue to evaluate and improve work process to create joy for staff as work; as happy staff equates to happy patients, creating "Joy@ Work" while we upholding **PATIENTS. AT THE HEART OF ALL WE DO.**
5. With the successful results, the team is confident to be able to scale this beyond KKH Admissions.