

Introduction

The drive to use technology to supplement manpower to automate tasks in a simple and easy way have led SGH Specialist Outpatient Clinics (SOC) to adopt self-registration kiosks as a way to streamline the registration process of follow up patients. Hence, the utilization of self-registration kiosks has been an increasing priority in SGH SOC.

However, instructions on the kiosks may not be easy for patients to comprehend the steps of using the machines. As a result, many patients leave their appointment cards at the Registration Counter for manual registration. To help educate patients on the use of the machines, registration staff will then need to call out to patients, bring them to and assist them with using the kiosks.

This assisted registration takes up significant time and manpower, which should be spent on the registration of new case patients that require verifications and hence is currently not automated.

Methodology

A root cause analysis was done in order to understand the main reasons for the low utilization of the self-registration kiosks. It was found that patients are not confident of using the kiosks due to the following reasons:

- Instructions were unclear and in long sentences (Fig 1)
- Instructions were in English Language (Fig 2)
- Pictorial images were too small for patients to see clearly (Fig 3)

As such, the team decided to create a new set of instructions, taking the following factors into consideration:

- Placing greater emphasis on using pictures instead of words to give straightforward and easy to follow directions to using the kiosk
- Numbered and colour-coded instructions (Fig 4)
- Corresponding numbered and coloured labels pasted at the respective locations that require patients' corresponding actions (Fig 5)

Results

With the pictorial instructions, patients are now more convinced to use the self-registration kiosks. Patients commented that it was easier to understand and follow the new instructions on the kiosks.

Based on a post-implementation survey, staff felt that they faced less disruptions from patients. In addition, the staff mentioned that they experienced more patients walking over to the kiosks to register for their appointments without seeking help from the counter staff.

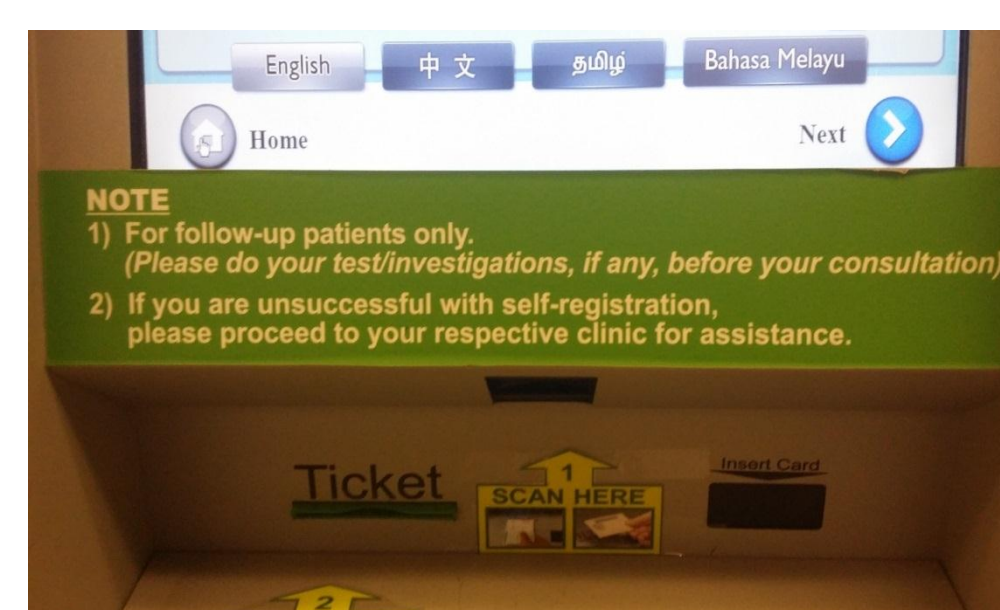


Fig 1. Unclear and long instructions



Fig 2. Instructions in English Language

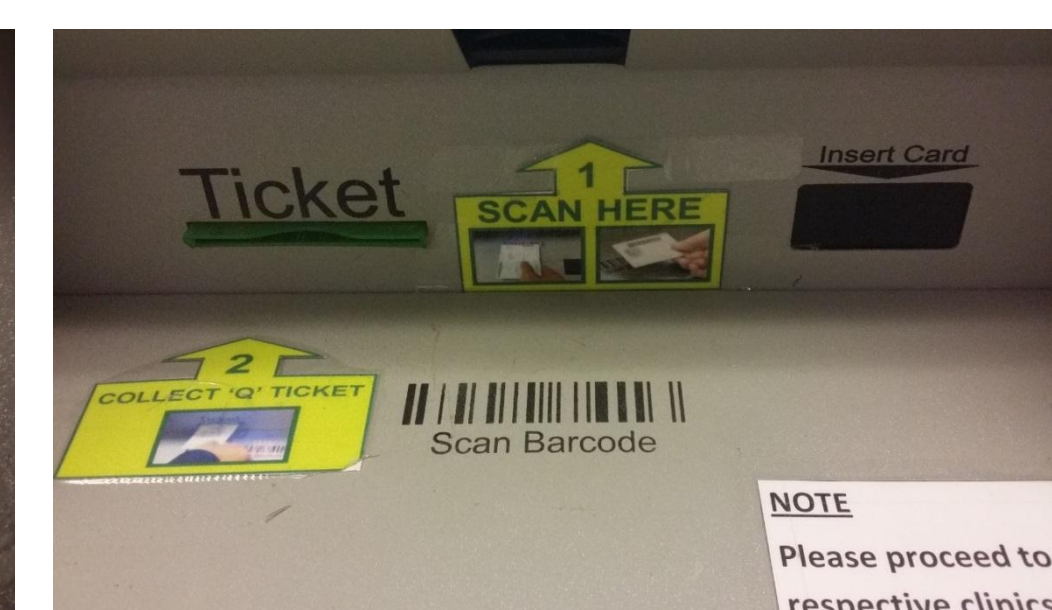


Fig 3. Small pictorial images

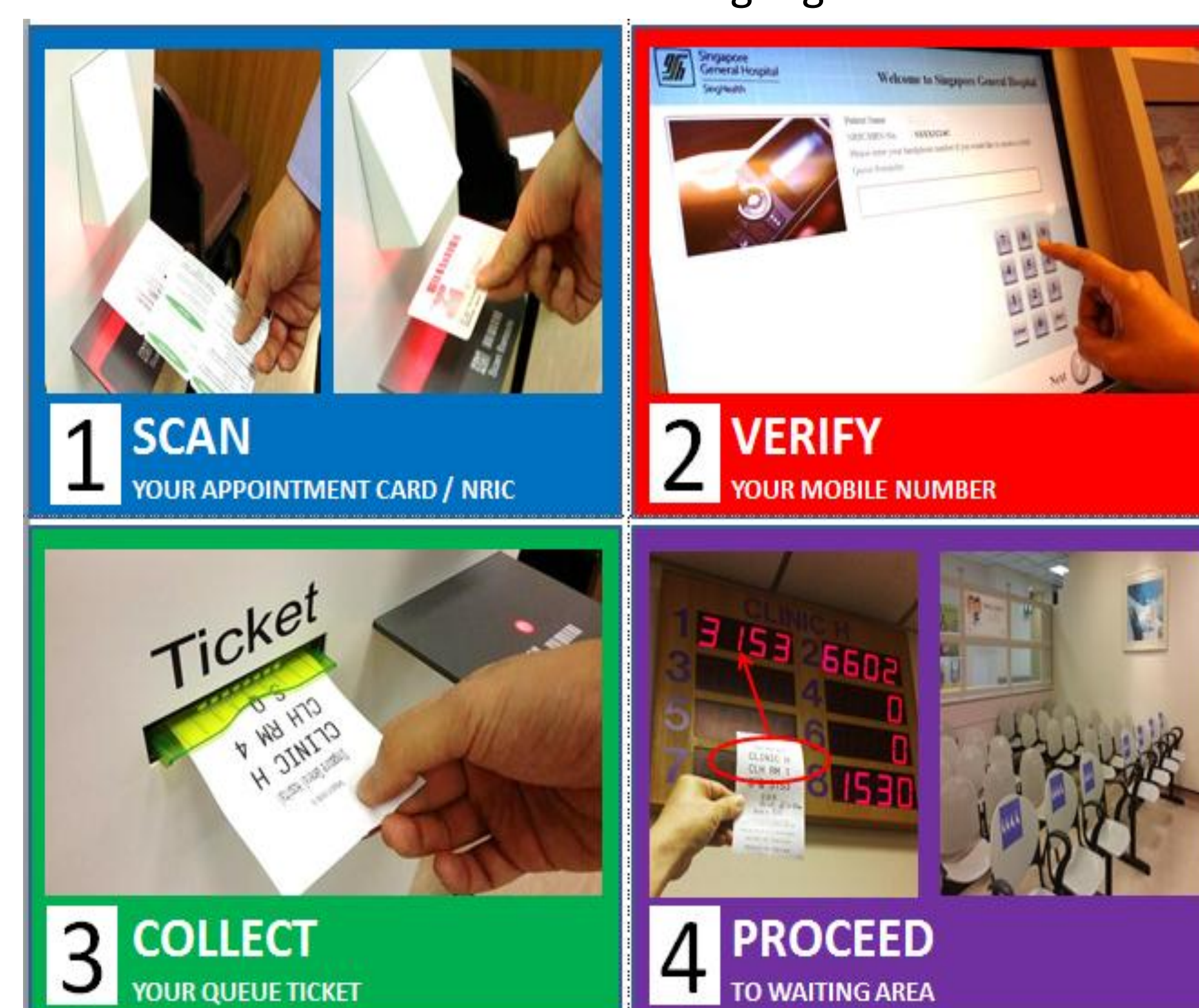


Fig 4. New instructions for use featuring bigger pictures and straightforward directions.



Fig 5. Numbered and coloured instructions pasted at locations that require patient's actions

Conclusion

Through better instructional stickers on the self registration kiosks, our staff are now able to focus on their counter duties. This improved their productivity and efficiency in carrying out their core duties and therefore, able to provide better services to patients at counter.

With the of implementation of this initiative, we are able to achieve our SGH's SPREE Quality Priorities: Safety, Professionalism, *Respect, Experience, Efficiency*!