Doctor On Call
Enhancing Information availability

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INTRODUCTION

The SGH call centre on average receives about 4,000 calls a day in its General Enquiry (GE) hotline. Majority of the calls are from staff asking as to who the doctors on call are and their contact numbers. Hence, an application is needed to publish and update the "Doctor On Call Roster" in the intranet so that call centre agents resources are freed to answer more important calls from public and patients.

AIM & METHODOLOGY

To implement a solution that would allow SingHealth Staff to access the "Doctor On Call Roster" application without the need to call the call centre agents to check who is on duty or for their contact number. A system that would be seamless and yet accessible for all users by leveraging on technology that is easy to use.

The team developed a 3-phased approach.

1. Publish existing information on "Doctor On Call Roster" onto SingHealth Intranet Platform

2. Enable direct publishing of roster information by respective departments without the need to go through call centre
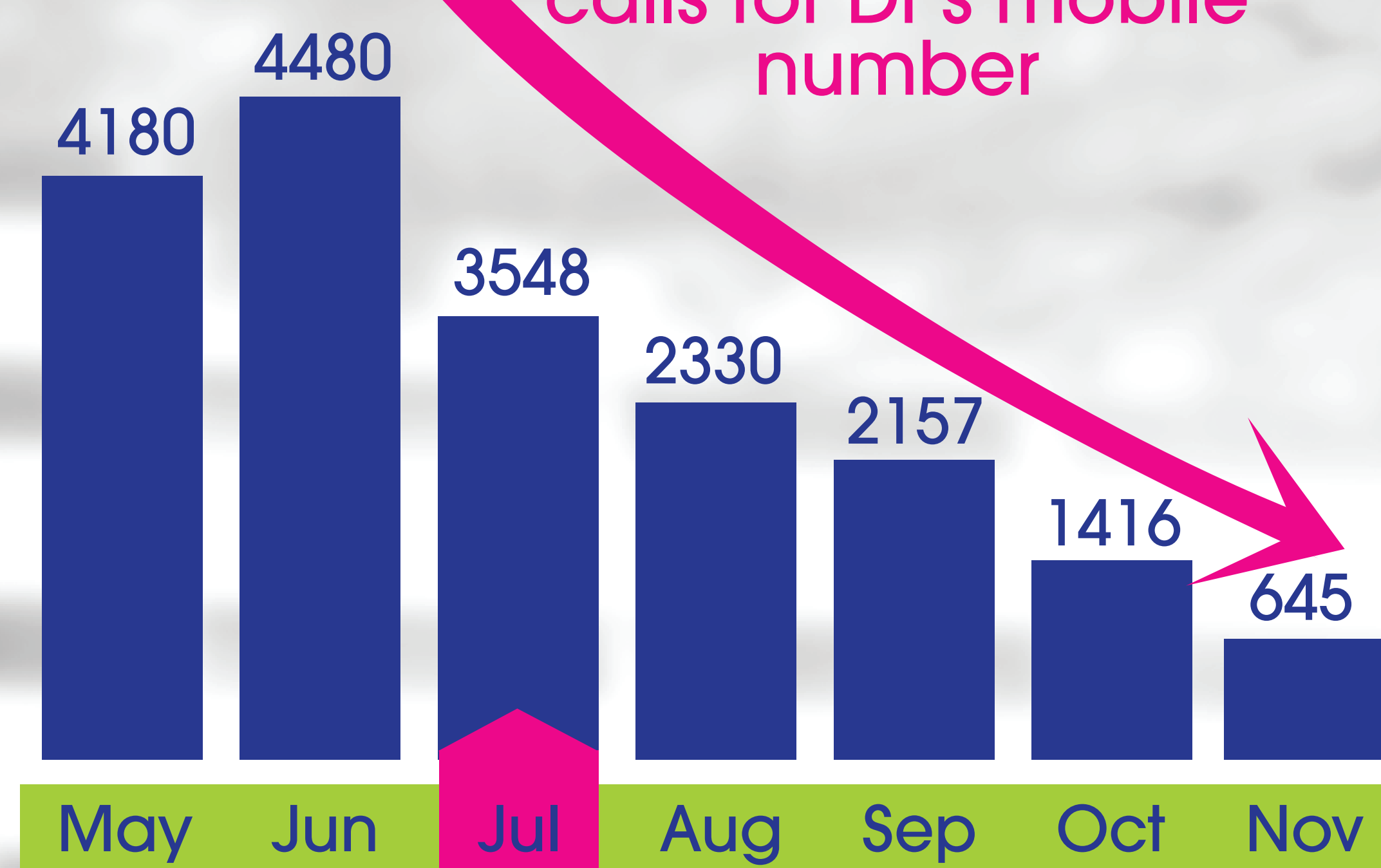
3. Enable the information onto the Mobile Platform

RESULT

Good take up rate since the launch of the application in Jul 14

Month	Value
Jul	1504
Aug	6587
Sep	9701
Oct	11975
Nov	12454
Dec	13612
Jan	15583
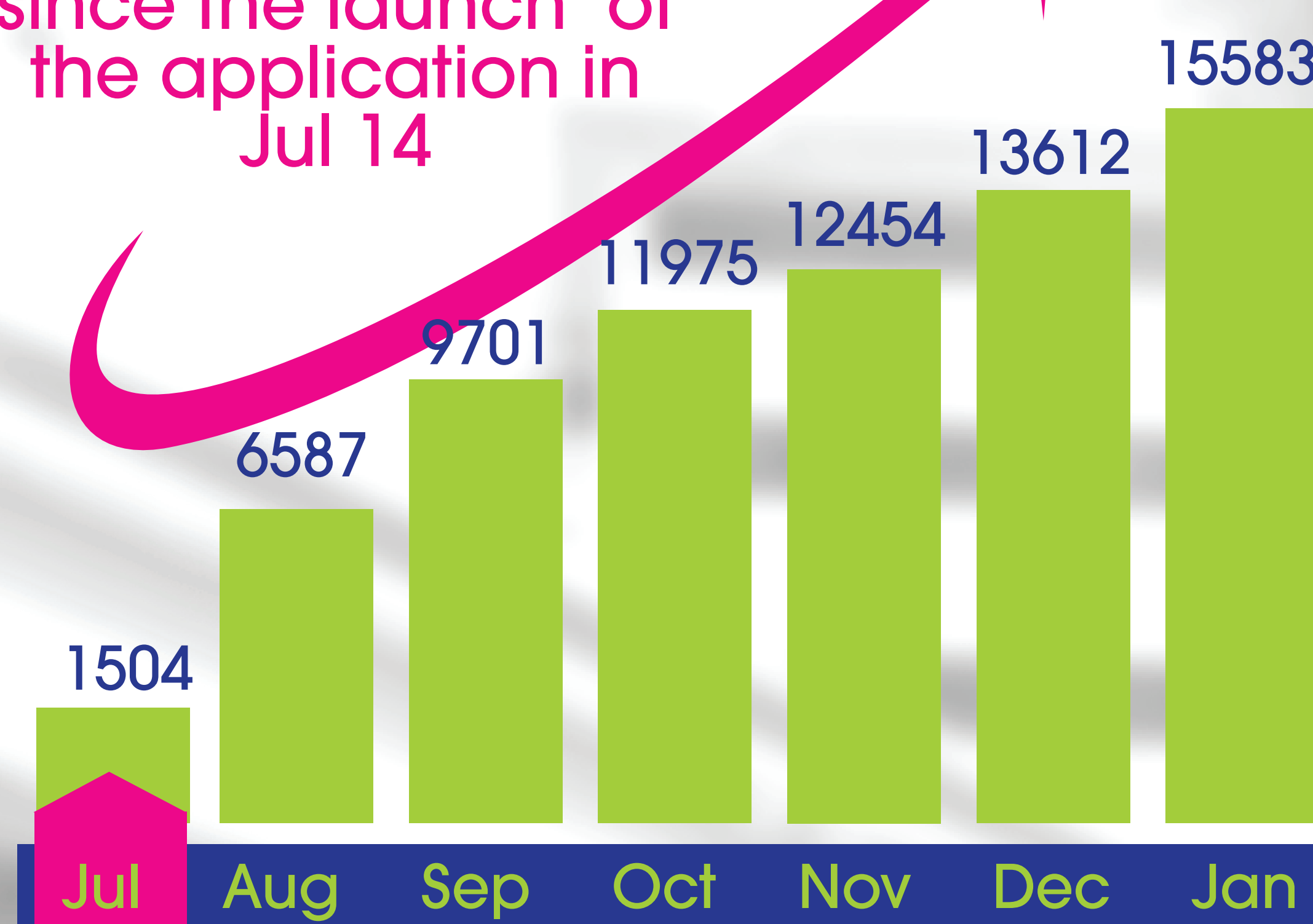
Drop in the number of General Enquiry calls for Dr's mobile number

Month	Value
May	4180
Jun	4480
Jul	3548
Aug	2330
Sep	2157
Oct	1416
Nov	645

CONCLUSION

With the promising result in phase 1, the team would progress to phase 2 and work with the various users on the workflow and processes to automate the upload of "Doctor On Call Roster" seamlessly into the mobile devices. There are also plans to roll out the solution to KKH and SKH eventually.