Standardising Appointment Resource

Lucas Goh, SingHealth Polyclinics
Marco Poh, SingHealth Polyclinics
Thio Shuning, SingHealth Polyclinics

BACKGROUND

SingHealth Polyclinics (SHP) has plan to set up a Call Centre in 2014. Clinics managed their own appointment calendar, slots timing and determined business rules for clinics appointment bookings and it is not standardised across all nine Polyclinics. For Central Call Centre operations, appointment information management and slot standardisation is crucial.

AIM

There is a need to standardised the appointment slots for consultation, nursing, dental and allied health services in SHP as we moved towards a central appointment system and Call Centre Operations. This will ease the appointment setup and make search easy for the Call Centre agents to manage and book a patient appointment.

METHODOLOGY

A project team was formed to see through the planning, implementation and execution of the project.

The team met up with various department representatives and clinic operations management to discuss and determine the number of slots setup for appointment, the slots duration and exceptional rules for the appointment setup.

For clinic consultation slots, the team has
- Standardised the slots timing per slot
- Determined the current day slots and future appointment slots
- Determined the appointment calendar and slots setup in Outpatient Administration System (OAS)

For nursing appointment slots, the team has
- Standardised the number of slots and slots timing for different nursing services appointment
- Determined and standardised the booking criteria for nursing services
- Determined the appointment calendar and slots setup in Outpatient Administration System (OAS)

For dental consultation slots, the team has
- Standardised the slots timing per slot and booking criteria
- Determined the complex appointment cases booking workflow between Call Centre and Dental Clinics
- Determined the appointment calendar and slots setup in Outpatient Administration System (OAS)

RESULTS

An information kit on SHP's Clinic Appointments has been created. The information kit includes all the clinics appointment guides and list of services. Call Centre staff used this information kit as a reference guide for all appointment booking at the Call Centre.
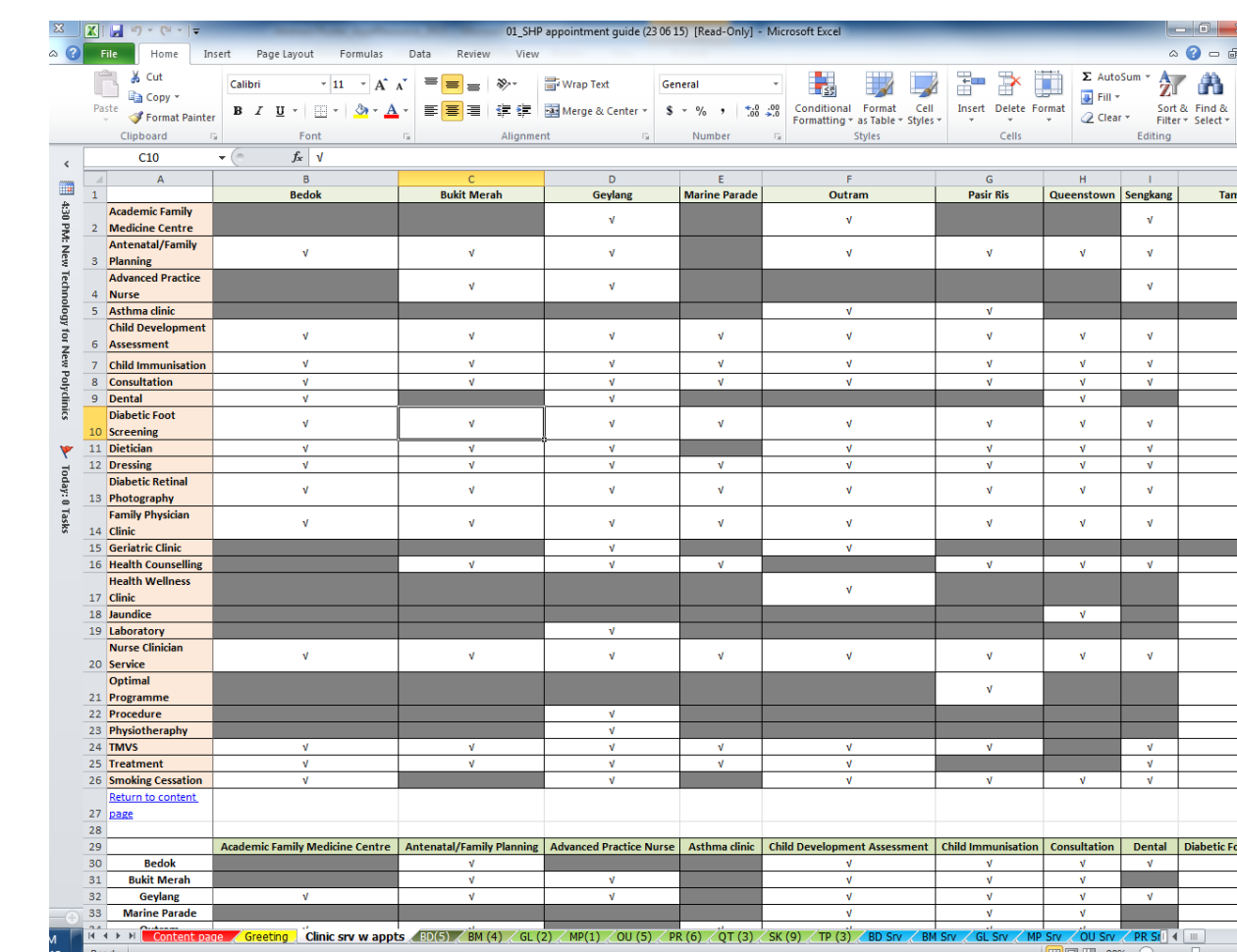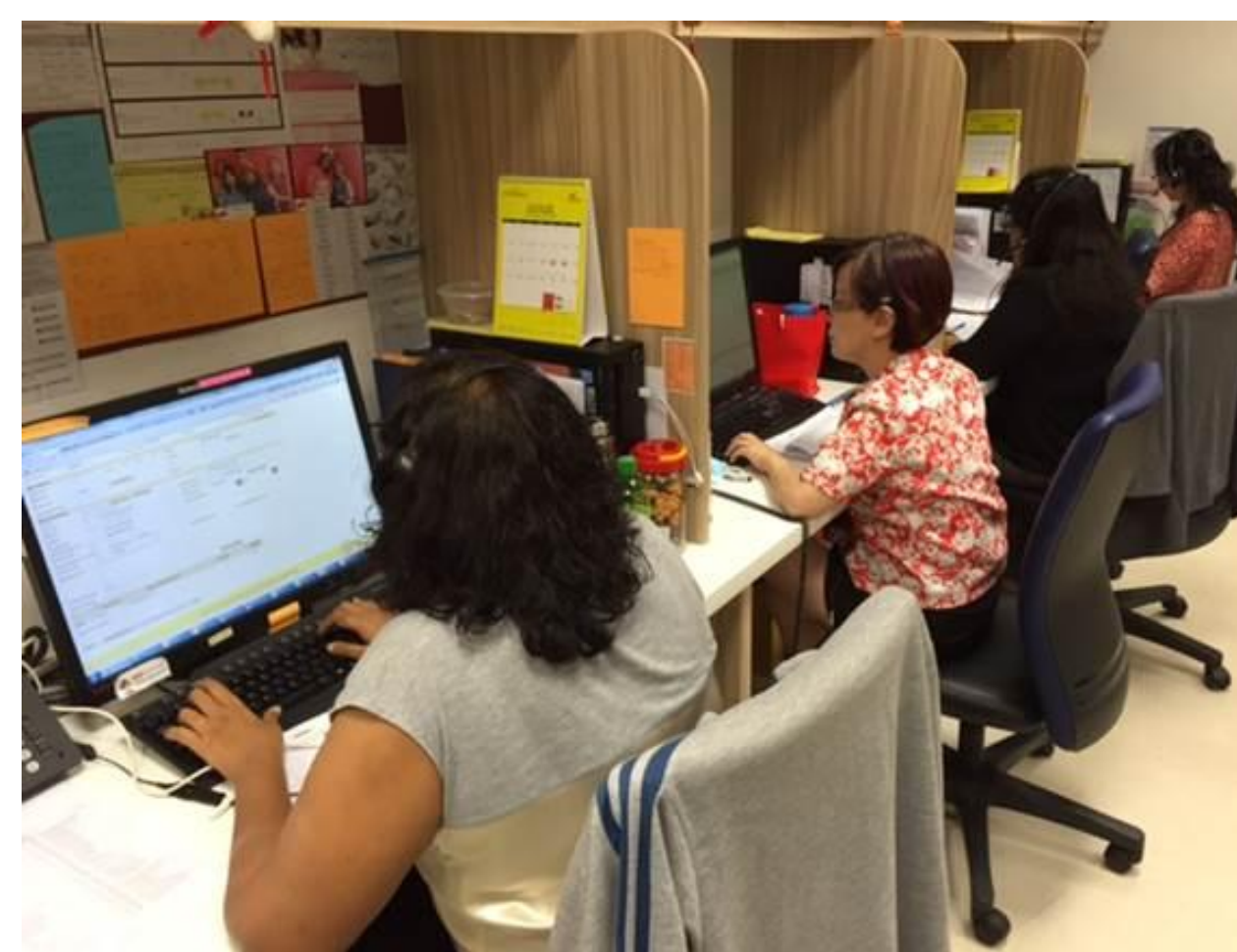
SHP has achieved,
- Standardised appointment slots setup and slots duration.
- Ease the Central call centre management appointment search function and rules.
- More efficient slots and resource management for clinic operations.
- Multiple bookings can be easily detected and eliminated.

CONCLUSION

A standardised appointment resource setup has made appointment booking more efficient and effective and creates a high level of patient satisfaction.