



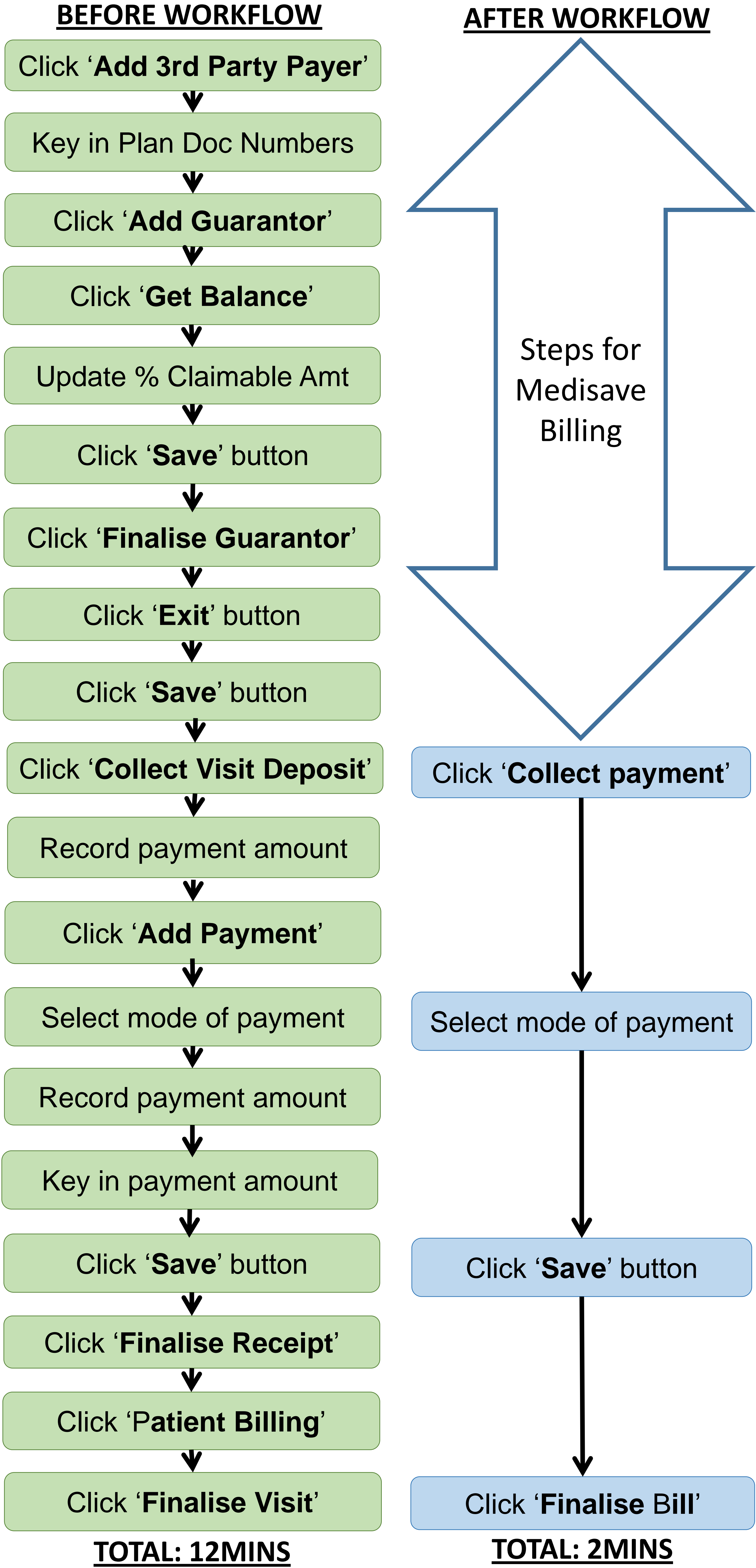
# Working SMART to Support MOH Initiative on Medisave for Outpatient Scan at Specialist Outpatient Clinics

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## INTRODUCTION

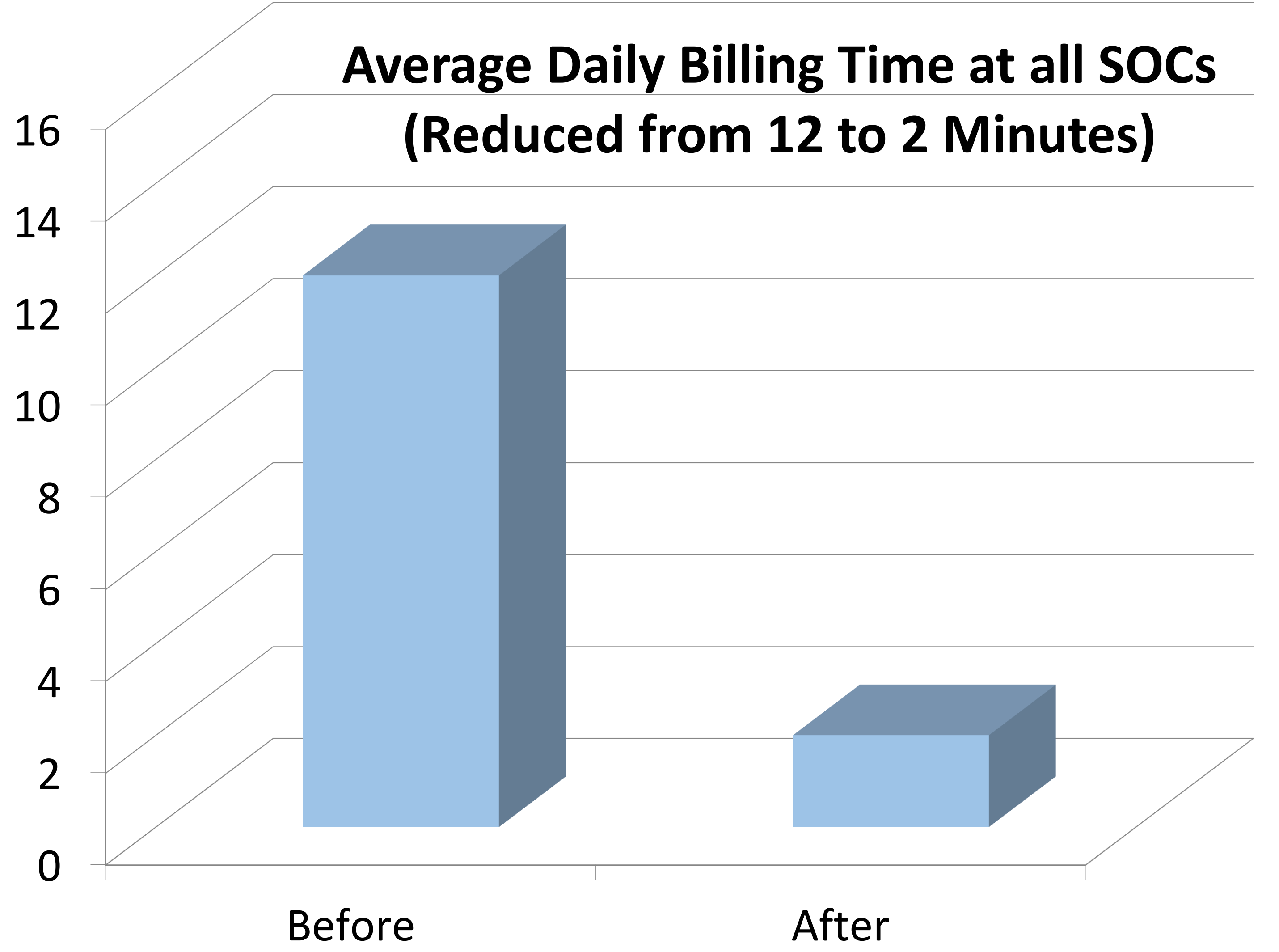
To support MOH-led initiative in bringing affordable care to all patients, specific staff were trained in the implementation of the MOH billing scheme, Medisave for billing Outpatient Scan.

## METHODOLOGY



## RESULTS

- 1) In order to optimise resources, only a minimal number of staff (5 instead of 500) were involved in processing the newly implemented MOH billing scheme, minimising disruption to the staff's operational needs and saving costs.
- 2) The implemented workflow reduced 477 hours of waiting time for 2859 patients as they were billed within 2 mins since the launch in Jan15. (10 mins per transaction)
- 3) Due to the implementation of the MOH-led initiative, patients who performed self-registration were registered for outpatient scan and consultation, resulting in 398 cases of double registration in Clinic B reported in the daily walkoff from January 2015 that required 33 hours of additional troubleshooting. (5mins per transaction)



## CONCLUSION

Due to the small number of staff involved in the implementation of this workflow, teamwork was essential amongst the staff involved, which was evident from the smooth processing since the inception of this scheme.

In addition to which, due to the smooth delivery of the newly implemented scheme, patient's waiting time for the completion of administrative work has been reduced significantly.

Taking the above mentioned factors into consideration, it can then be concluded that KKH's manpower management has further value-added the newly implemented MOH scheme.