

Redesign the process for the flow of the ‘Patient Information for Orthognathic Surgery’ Form

Introduction

There was a need to address the issue of missing ‘Patient Information for Orthognathic Surgery’ form which indicates critical information explained by the respective surgeons to patients before Orthognathic Surgery. Patient will sign on the form to indicate patient’s understanding of the surgery details provided by surgeon.

Problem

The completed ‘Patient Information for Orthognathic Surgery’ form, with acknowledgement from surgeon and patient, will be sent to CRO for scanning and archiving. There is approximately 100 Orthognathic cases per year, with an average of one near miss per month and there were two cases of lost folder in the last five years. There is a potential for medico-legal case should patient dispute with regard to the surgery details provided, should the form be lost.

Aim

The aim of this initiative was to achieve zero cases of missing ‘Patient Information for Orthognathic Surgery’ Form.

Methodology

1. Three copies of ‘Patient Information for Orthognathic Surgery’ forms for Doctor, Patient and Central Record Office (CRO) will be printed by the Dental Surgery Assistant (DSA).
2. Completed ‘Patient Information for Orthognathic Surgery’ forms, with acknowledgement from surgeon and patient, will be sent to CRO for scanning and uploading into EDR system after first consultation.
3. A designated tray for the ‘Patient Information for Orthognathic Surgery’ forms will be available at each level for CRO staff to collect and scan into EDR.
4. The completed ‘Patient Information for Orthognathic Surgery’ form is available in softcopy in Electronic Dental Record (EDR) System and is accessible by all doctors in National Dental Centre Singapore (NDCS) and Singapore General Hospital (SGH).
5. Doctors and DSA were informed of the new process and the importance of sending the form to CRO once completed.

Result

The new process flow for ‘Patient Information for Orthognathic Surgery’ form has been implemented and followed through since November 2014. CRO has scanned and saved all forms in EDR system since implementation.

Conclusion

This implementation has helped to achieve zero cases of missing ‘Patient Information for Orthognathic Surgery’ form and avoid medico-legal should the form be lost. The availability of the ‘Patient Information for Orthognathic Surgery’ form in EDR system for Doctor’s reference, is important for patient care.

NDCS will be looking into an electronic signature platform to replace this manual process of scanning the ‘The ‘Patient Information for Orthognathic Surgery’ forms into EDR system.