

## Drop "N" Go - Improving Payment Waiting Time @ SOC



Singapore National  
Eye Centre  
SingHealth

### Drop "N" Go - Improving Payment Waiting Time @ SOC

#### BACKGROUND

Patients or patients' next-of-kin's feedback on the waiting time for payment and re-appointment.  
Demand exceed capacity which leads to longer waiting time as the payment and re-appointment processing take approximately 15 mins each.

#### OBJECTIVE

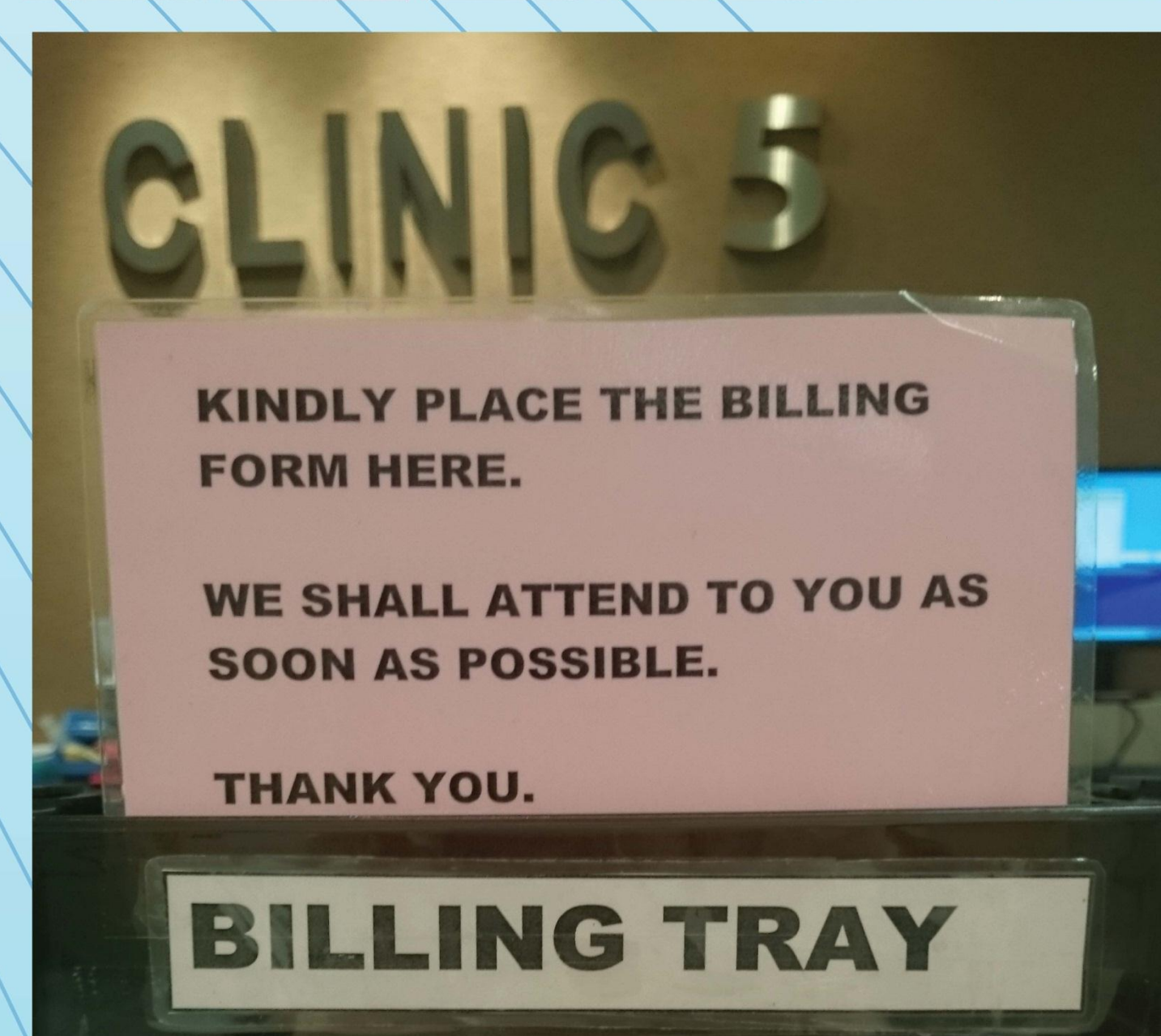
Express Payment Box is an option to patients or patient's next-of kin to drop their bills and appointment card who may need to rush off after the consultation and unable to wait for payment and re-appointment for the process to take place.

#### CURRENT PROCESS

- 1) Service charge form and appointment card will be placed at the designated in-tray for payment and re-appointment.
- 2) Patients have to wait for their name or queue number to be called to be served.
- 3) After approximately 20 minutes of waiting time, they will ask the staff of their payment queue and enquire whether they could AR the bill.
- 4) Staff will have to stop processing payment and attend to the query which disrupted the flow.

#### Team Members Involved:

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#### What does some patients say ...



My mum-in-law can go in time for her dialysis treatment with this express payment box and we can pay via E-Pay when we receive the invoice. Good work SNEC!

My dad on wheelchair can now go home to have his afternoon nap. Express payment box is a customer centric service initiative.

I am glad SNEC has an express payment box available on that day I have to rush off to pick my daughter from school.

#### ALTERNATIVE PAYMENT OPTIONS

- 1) Patients' service charge form and appointment card dropped into the Express Payment Box.
- 2) Patients' bill will be AR and the next appointment date will be scheduled accordingly.
- 3) Tax Invoice and appointment card will be mailed out to patient's address as reflected in the OAS.

#### BENEFITS

- 1) Hassle free for patients.
- 2) Need to wait for their bill and appointment card will be mailed out to them.
- 3) Staff is able to continue to process payment and re-appointment for other patients with lesser disruptions.

