



Enhancing Patients' Usage of Self-Registration Kiosk at SGH Musculoskeletal Centre

Introduction

- SGH Musculoskeletal Centre (MSC) is a private clinic which specialises in Orthopaedic Surgery. The average daily patient attendance at the clinic is about 100.
- A self-registration kiosk was installed at MSC in Aug 14 to facilitate registration of patient appointments (Fig.1). However, it was largely under-utilised (Fig. 2), as patients tended to bypass it and head to the counters to request for staff's help for registration.
- This meant that the kiosk's usage was not maximised, and resulted in staff taking longer to serve patients who could have utilised the kiosk and saved the extra step of waiting at the counters.

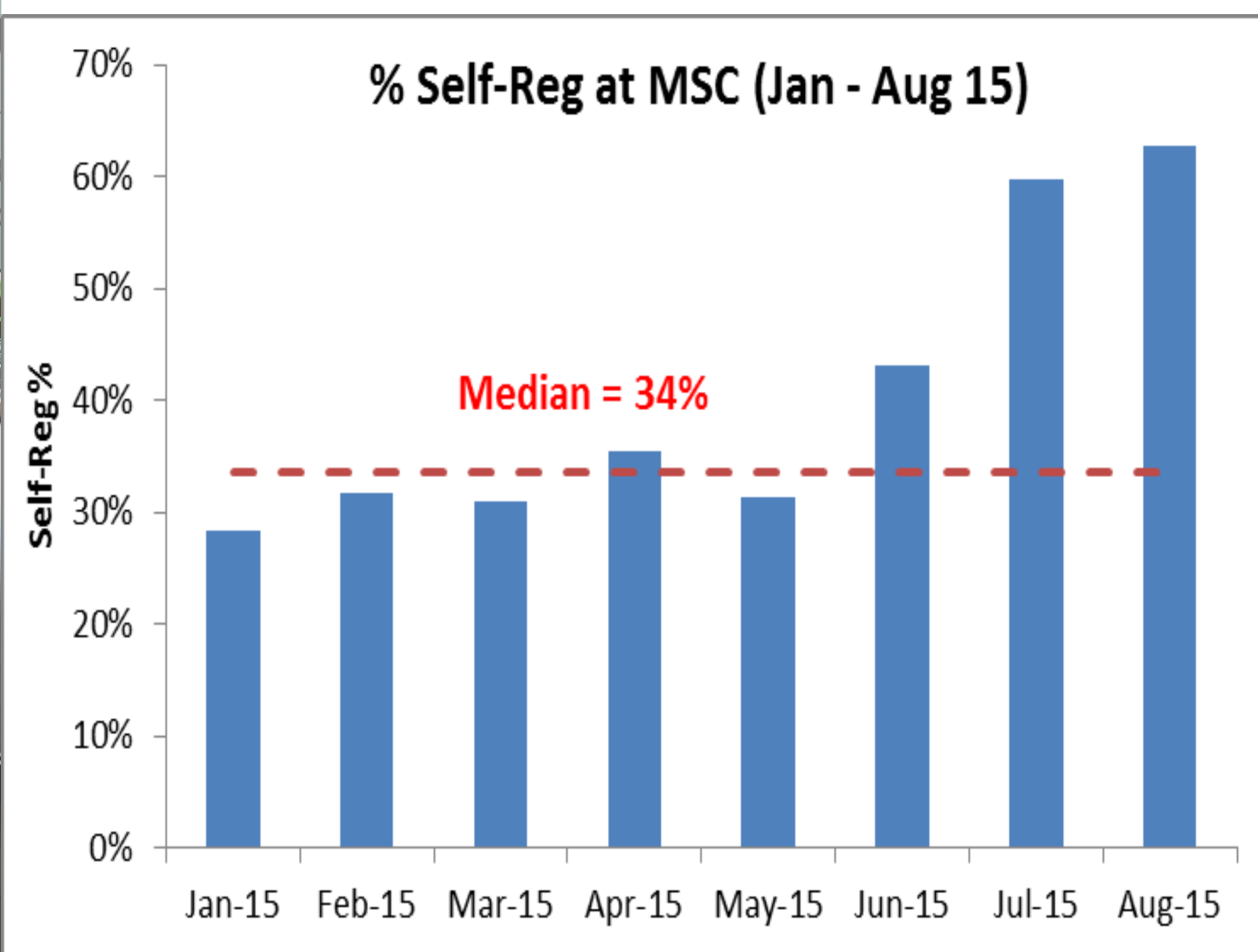


Figure 1. View of MSC entrance prior to project implementation

Figure 2. % Self-Reg utilisation at MSC (Jan - Aug 15). The median for the period was 34%.

Objectives

- To encourage patients' usage of self-registration kiosk at SGH Musculoskeletal Centre (MSC)
- To increase the self-registration utilisation to 80%

Methods and Interventions

- Footprint labels were installed in Sep 15 to lead patients from the clinic entrance to the kiosk.
- The main label on the kiosk was also changed to highlight to patients to start their clinic journey at the kiosk itself.

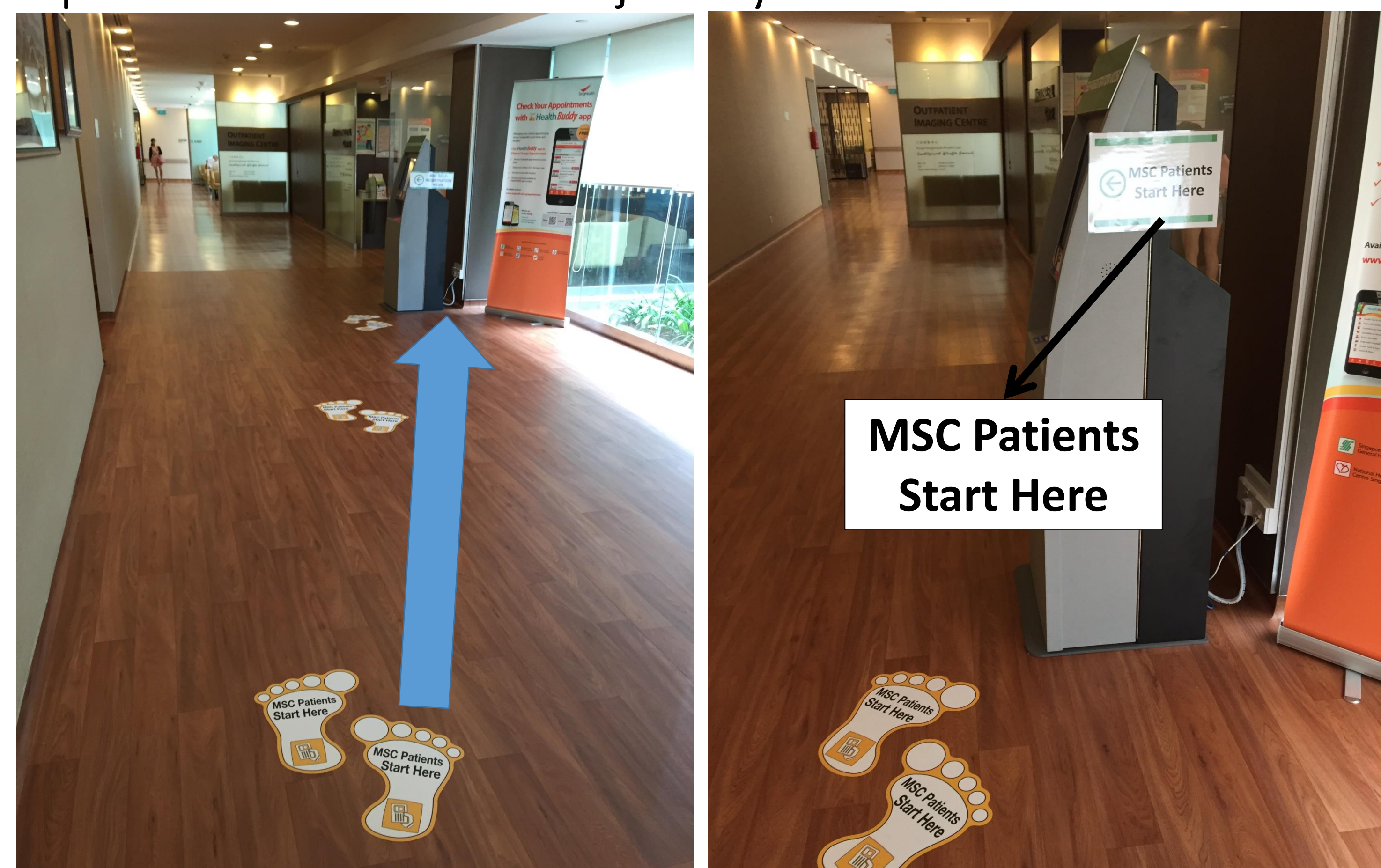


Figure 3. New footprint labels were pasted at the entrance to guide patients to the kiosk. New label on the kiosk also tells patients to start their visit by using the kiosk.

- A survey was also conducted in Oct-Nov 15 on 222 patients to gauge the initiatives' effects on patients.

Results

- **Self-reg utilisation increased to about 77% for Sep-Dec 15**

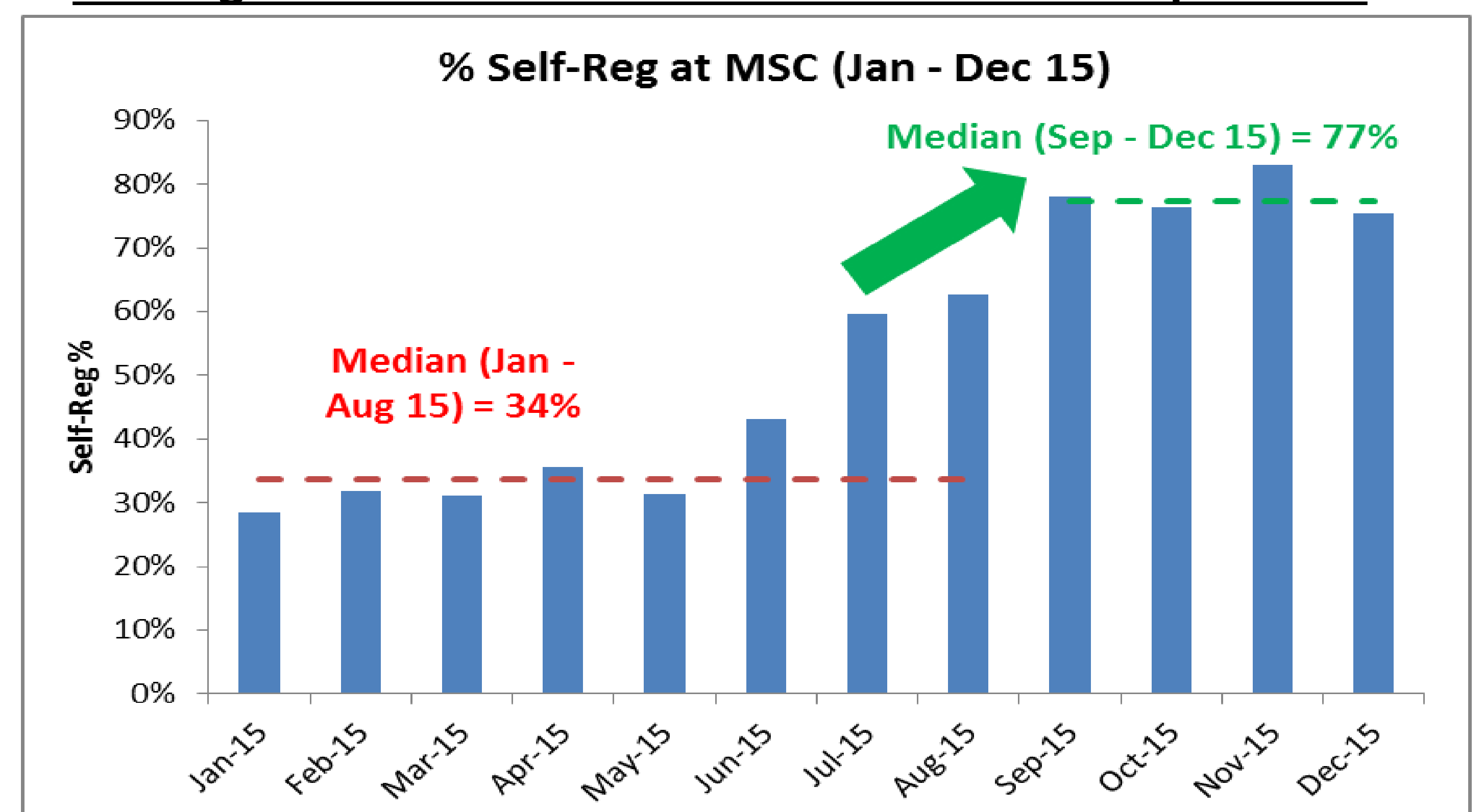


Figure 4. % Self-Reg utilisation at MSC (Jan - Dec 15). The % utilisation of self-reg increased from 34% (Jan-Aug 15) to 77% (Sep-Dec 15) after initiative implementation.

- **60% of patient surveyed found the footprints/sign prominent**
- **40% of patients who used the kiosk managed to use it without assistance from staff**

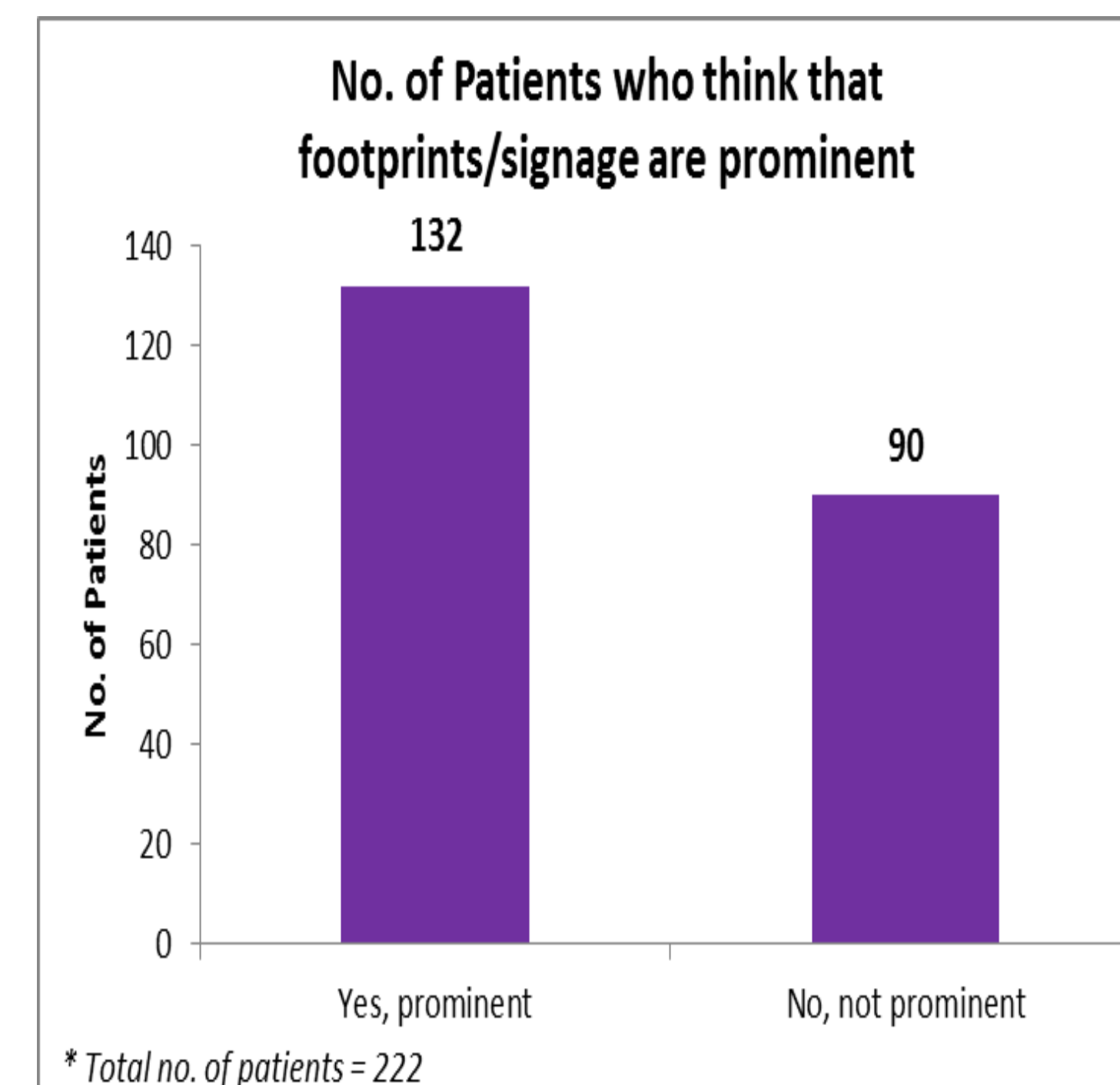


Figure 5. No. of surveyed patients who think footprints/signage are prominent

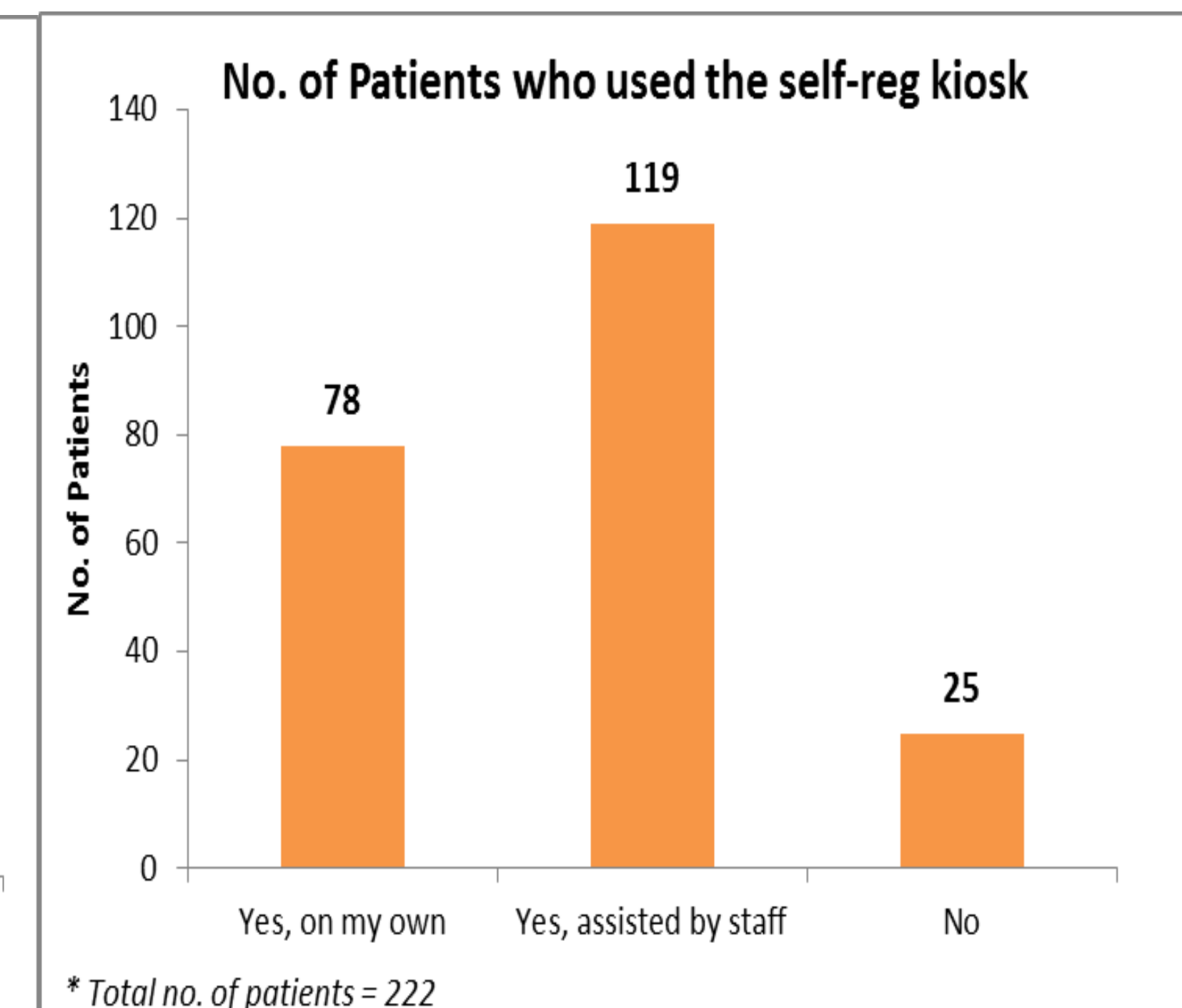


Figure 6. No. of surveyed patients who used the self-reg kiosk

- **Personal preference of approaching counter was the main reason for patients not using the kiosk**

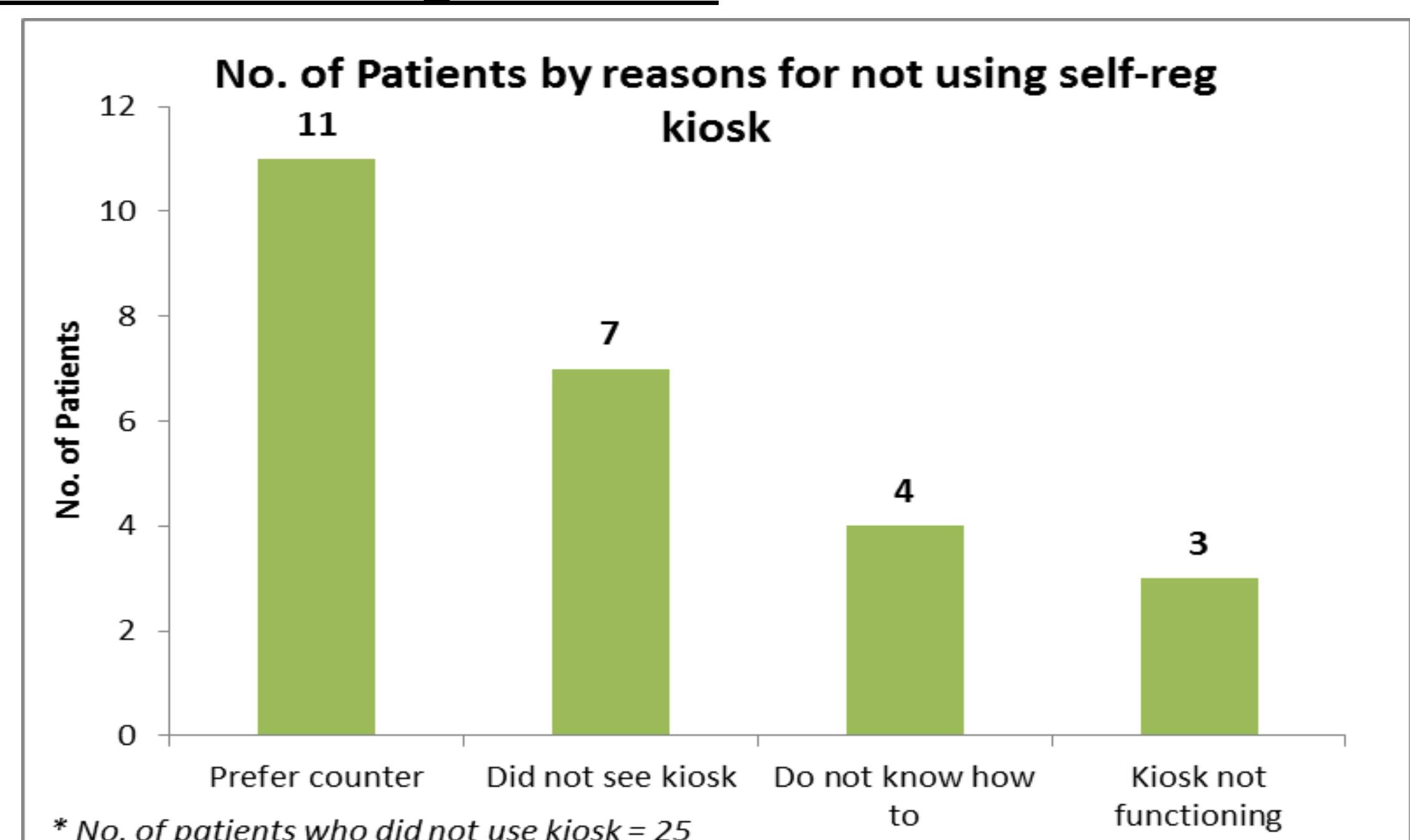


Figure 7. No. of patients not utilising the self-reg kiosk by reasons

Conclusion

- The footprints and kiosk labels were able to lead more patients to utilise the self-reg kiosk. This indirectly helped reduce reliance on counter staff, thus allowing them to carry out other duties.
- Survey results also revealed that some patients still have reservations on using the kiosk, which could be addressed in long run by enhancing patient education.
- Projects such as these are applied across the various clinics, allowing SGH to move from having the lowest utilisation rate (<5%) to over 70%, bringing it to among the best among Singhealth institutions.