



# One Consolidated Statement

Jeslyn Lim, Trista Chew, Jessie Tan, SHQ FSS-AR  
 Ong Mei Ling, Eileen Ang, SGH BO  
 Sally Oh, KKH BO  
 Elin Lee, SNEC BO



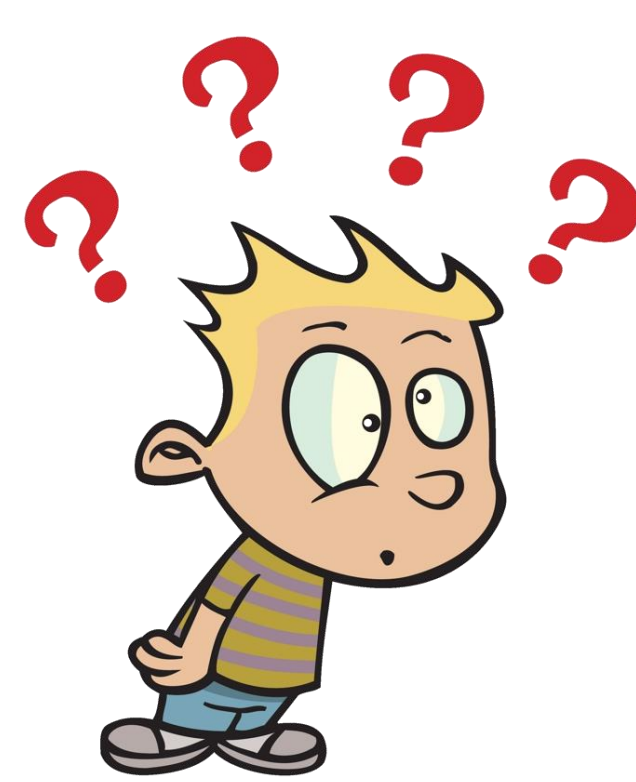
## BACKGROUND

Currently, every institution sends their own **Statement of Account (SOA)** to patients to remind them about the outstanding bills.

Contacted by multiple Institutions and Collection Agencies

Receive multiple SOA at different timing

Different format

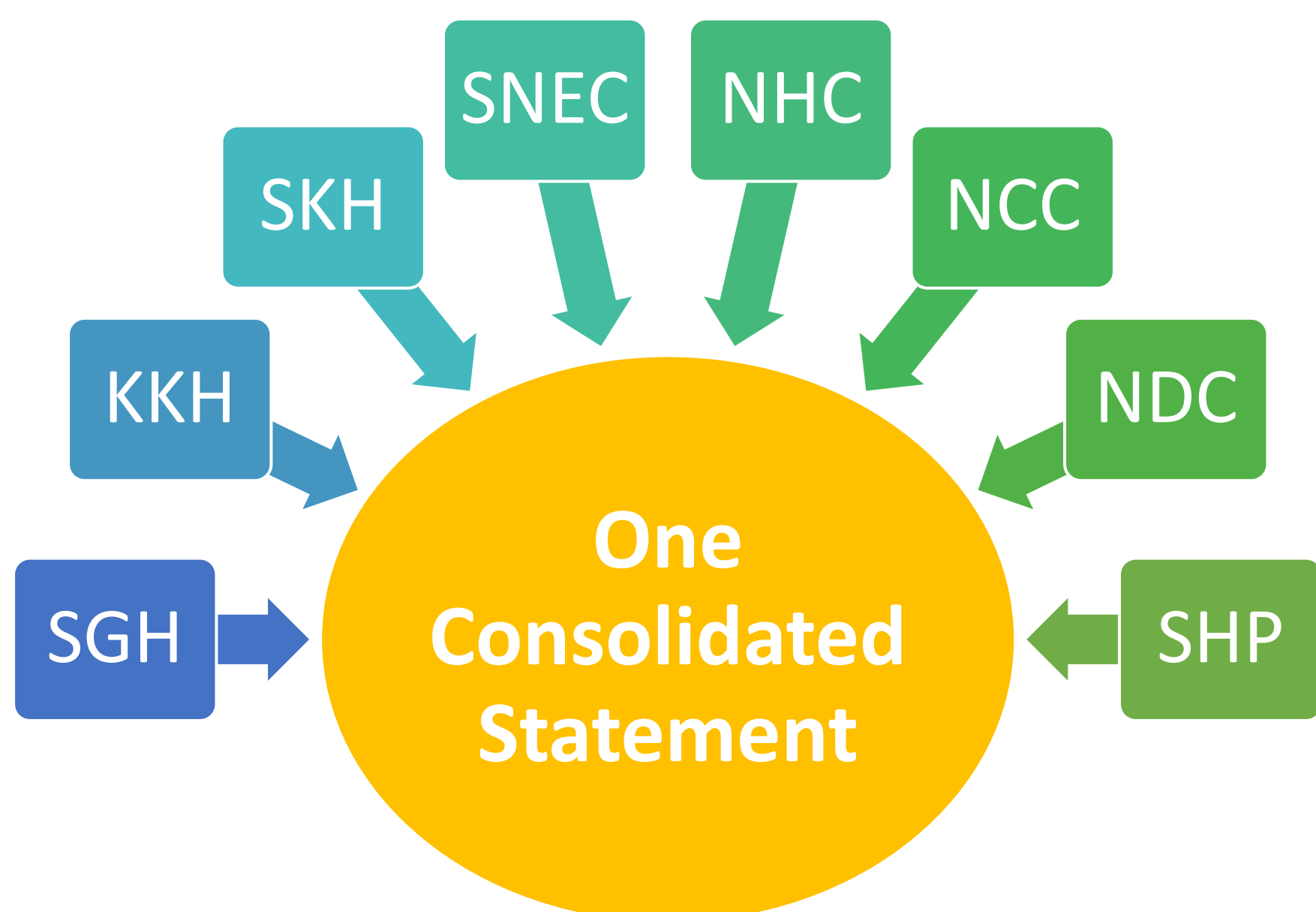


Different system i.e. Maxcare, SAP, OAS

No full view of outstanding bills

## AIM

To combine all outstanding bills under SingHealth Cluster into **One Consolidated Statement of Account (1CSOA)**.



## METHODOLOGY

Cost and benefits analysis were carried out to examine the feasibility of this project. FSS-AR and BO from 8 institutions brainstormed, evaluated and reached a common consensus.

### Cost

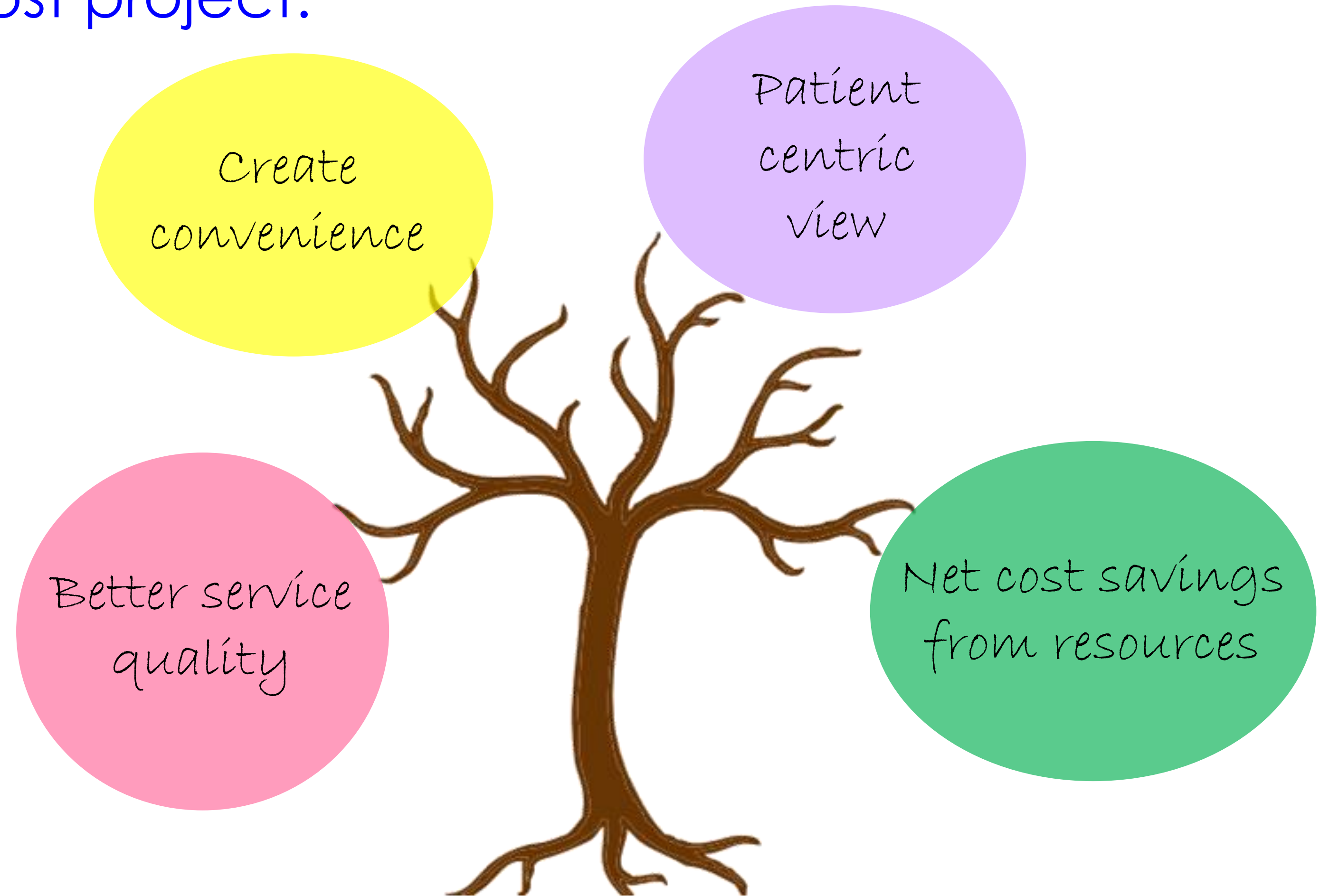
- IT implementation cost
- Maintenance cost
- Purchase new heavy duty printer/enveloping machine

### Benefits

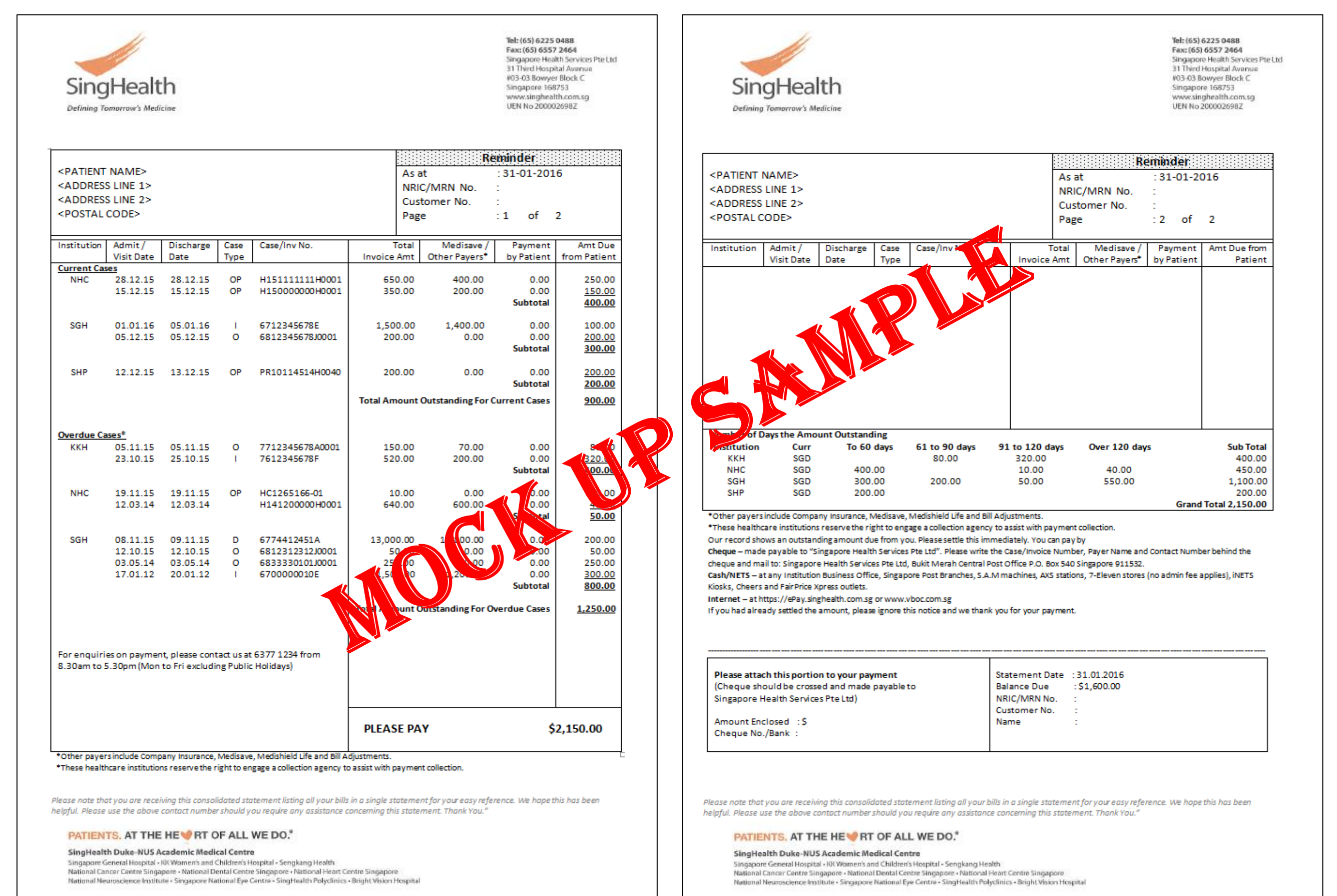
- Single payment for different bills across institutions
- Leverage on electronic platform
- Consistent recovery action
- Align payment mode availability across institution
- Standardised format
- Single point of contact

## RESULTS

Through the cost and benefit analysis, the 1CSOA is regarded as a **high impact and low cost project**.



Legal advice has been sought on compliance with Rules and Regulations and PDPA. FSS and BO of institutions shall continue to work on other areas of challenges such as IT system and operations etc.



## FUTURE WORKS/ENCHANCEMENTS

- SMS/Email reminder
- Option to choose paper or paperless
- One Giro instalment application
- Mobile payment platform

## CONCLUSION

1CSOA is targeted to roll out in FY16. FSS-AR will continue to improve the format based on feedback and build new mobile app functionality for patient easy and paperless access.