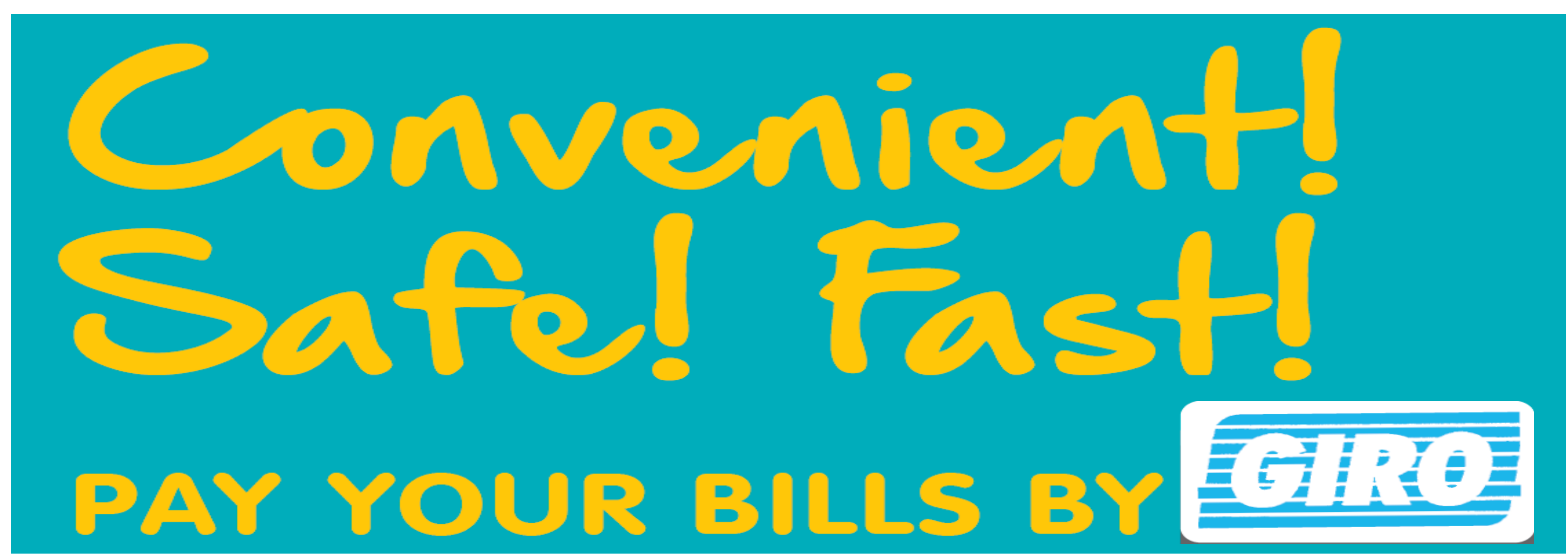




**Singapore Healthcare Management 2016**



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## Introduction

### What is Giro Payment Mode?

- ❖ A new cashless payment mode provided to patients that is convenient, safe and fast.
- ❖ Caregivers are able to use Giro to pay polyclinics bill for their family.
- ❖ Giro offers the convenience to patients by skipping the payment stage in the polyclinics and have the bill paid through auto deduction via their bank account.

## Objective

- ❖ Innovative payment mode in SingHealth Polyclinics (SHP).
- ❖ Enhance patients experience through reduction of waiting time.
- ❖ Improve organization's Account Receivables & bad debts in the long run.

## Methodology

More than 60% of SHP patients are chronic cases and visit SHP once every 3 to 6 months. The average bill size is around \$100 or less after subsidies and Medisave.

Overcrowding situation can be seen during peak period. The average waiting time for making payment is 22 minutes. There were feedbacks that Caregivers want to pay the bill for their family members but were unable to accompany them for the visit.

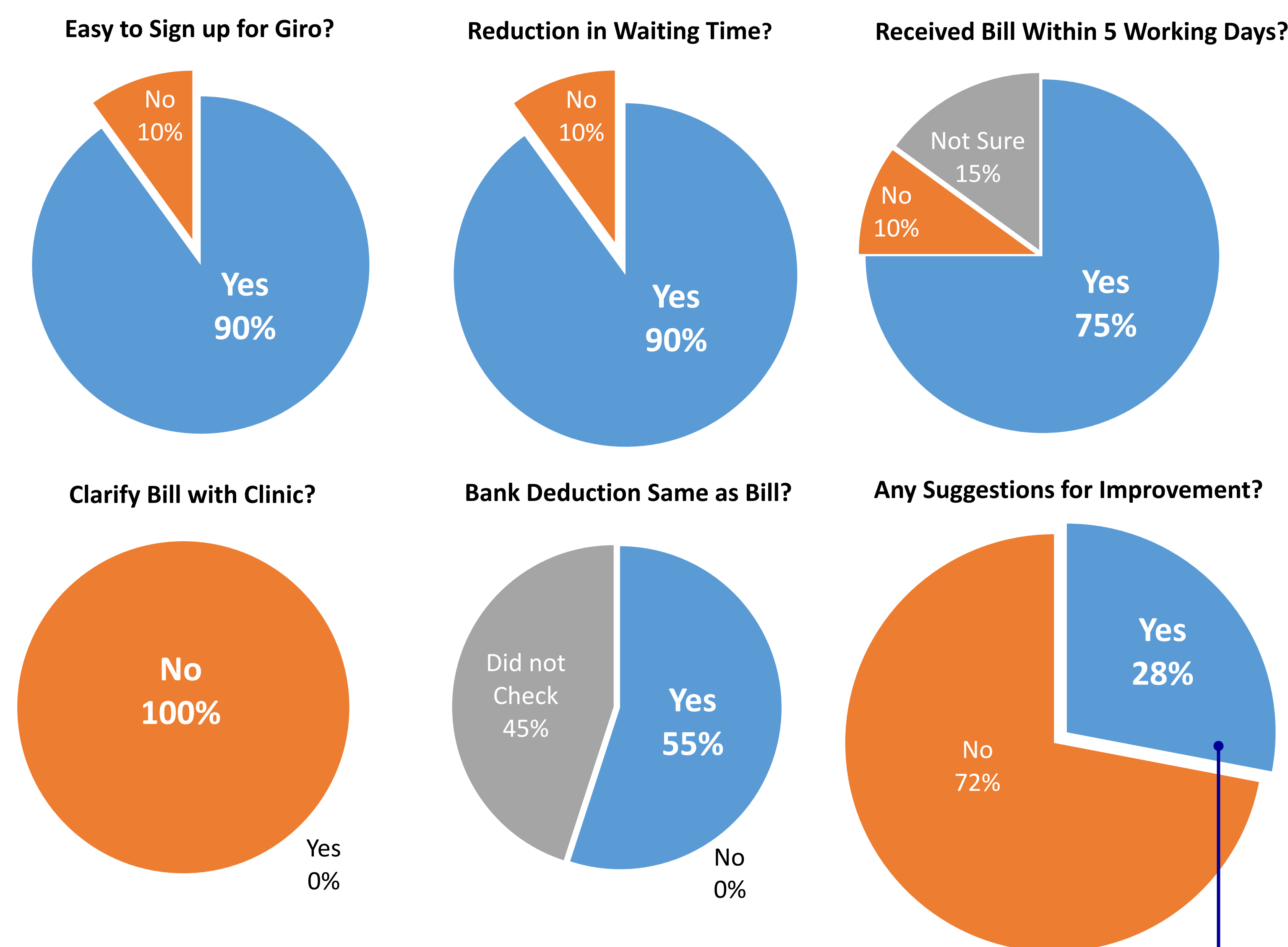
Recurring visits and patient behavior led to SHP in introducing Giro to meet the patients' needs. Giro can be used to pay any SHP services except for items from Retail Pharmacy and Miscellaneous receipts.

## Results



*Above results are collated from 21 December 2015 to 25 May 2016*

## Feedback



*Sample Size: 20 Giro users who have successful deductions via their bank account*

- Consider SMS verifications.
- Go Payment Kiosk to print bill (receipt).
- Consider online submission for Giro application.
- Hope SHP hear more from patients.

**1 SUBMIT APPLICATION**  
Sign up at our registration or payment counters or download the form from our SHP website (<https://polyclinic.singhealth.com.sg>).

**提交申请表**  
注册在我们的注册或支付柜台或从我们的SHP网站 (<https://polyclinic.singhealth.com.sg>) 下载表格。

**2 APPLICATION RESULTS**  
You will receive a letter on the status of your GIRO application within two months.

**应用效果**  
您将收到两个月内你的财路申请状态的信。

**3 BILL NOTIFICATION**  
You will receive a bill within five days of your visit to the polyclinic.

**账单通知**  
您将在您访问的综合诊所五天收到账单。

**4 PAYMENT DEDUCTION**  
Deduction will be on the 10th or 25th of the month. If the date falls on a public Holiday, Saturday or Sunday, the deduction will be on the next working day.

**扣除支付**  
扣除将在本月10日或25日。如果日期适逢公众假期，周六或周日，则扣除将在下一个工作日。

## How to Sign up for Giro?

## Conclusion

- ❖ There had been a reduction in waiting time for Giro patients. Patients can proceed home after consultation and collection of medication.
- ❖ More caregivers are applying Giro payment mode to pay for their family members.
- ❖ More choices of payment mode for SHP patients aside to cash, nets, cash cards and cheque.

## Future Work

- ❖ Leverage Giro as payment mode for new initiatives such as Telecare Home Delivery Services in 2016.
- ❖ Reduction of Account Receivables from patients in the long run.