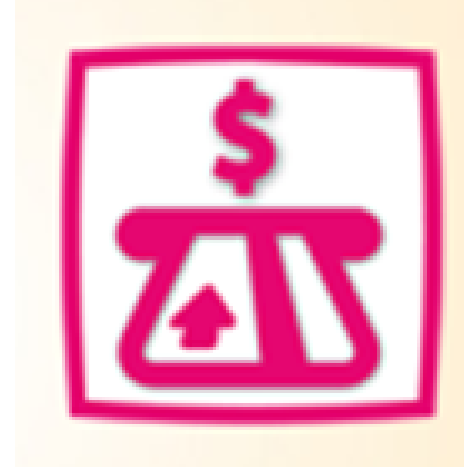




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2nd Generation Payment Kiosk



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BACKGROUND

The first generation of payment kiosk is able to process bills that are self payment only. Patients using medical benefit cards and/or Medisave for part of their bills are unable to make payment at the payment kiosk. They would have to wait at the payment counters.

There are 3 different types of kiosks in the clinics – Service Selection Kiosk, Self-Appointment Kiosk and Self-Payment Kiosk. Each one will take up precious floor area and wall space for mounting.

A project was started to develop a 2nd generation kiosk, which is able to provide numerous self service functions. The self payment function was also enhanced to enable patients who are using medical benefit cards and/or Medisave to make payment at the kiosk.

AIM

1. To enhance self payment module to allow billing transactions with medical benefit cards and/or Medisave to pay at the kiosk.
2. To consolidate the different self-service functions of kiosks in the clinics into one smaller multi-function kiosk

METHODOLOGY

- A project team was formed to discuss and define the specifications for the enhanced payment kiosk, based on the feedback on the 1st generation kiosk.
- As this is a cluster project, requirements from other participating institutions were gathered as well.
- System vendor was engaged to develop the enhancements to the existing payment kiosk module and kiosk with multi self-service module capabilities.

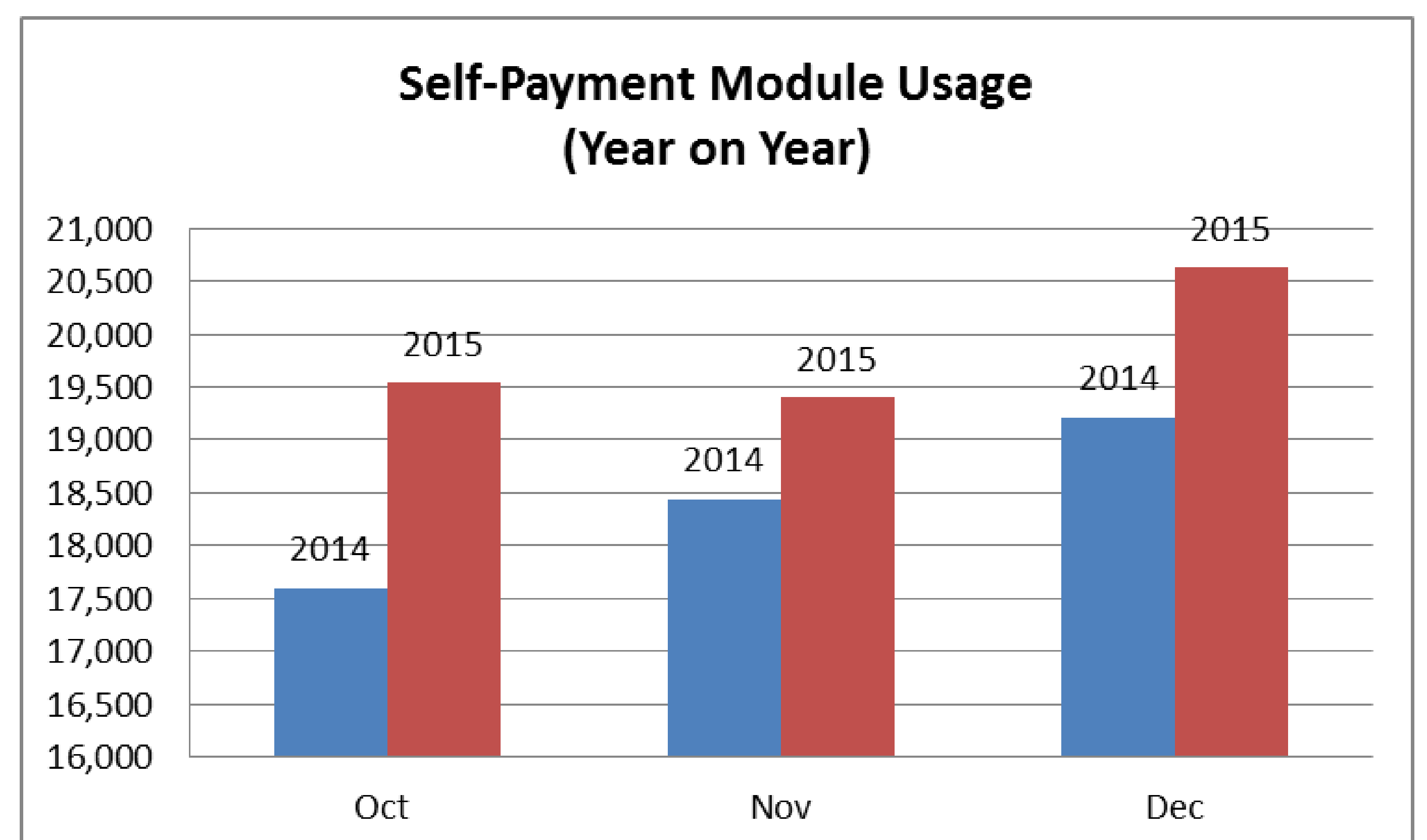


INTERVENTIONS

- 3rd party payer code from previous visit will be copied to current visit upon self-actualisation of appointments.
- Patients are able to remove 3rd party payer codes and guarantors at kiosk.
- Number and type of self-service modules available at each multi-purpose kiosk can be controlled via system parameter.
- Size of kiosk is reduced by using smaller laser printer model

RESULTS

- The new multi-function kiosk occupy less space
- The enhanced payment module is able to process bills with designated 3rd party payers such as medisave and MCPS. This allows more patients to make payment using kiosk instead of waiting at the counters.



- Patients can book their next appointment at the kiosk as well. They do not have to queue again or go to another kiosk after making payment.
- With the consolidation of the different kiosks into one single type, maintenance becomes easier

CONCLUSION

With shrinking manpower pool, automation like self-service kiosks can help to reduce workload and improve operational efficiency.