



Singapore Healthcare Management 2016



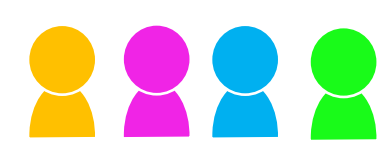
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streamlining the referral process from Specialist Outpatient Clinics (SOC) to Medical Social Services (MSS)

BACKGROUND



Conventionally, the referral form to Medical Social Services (MSS) was signed by the patient's primary doctor in the Specialist Outpatient Clinics (SOC). This process often resulted in disruptions during consultations and unnecessary time spent by patients waiting to re-enter the consultation room just to obtain the signed referral form.

The team aims to streamline the referral process by empowering the frontline staff when it comes to financial referrals, and in turn improve on the time savings for all stakeholders.

THE "WHY?" METHODOLOGY

WHY do patients need to wait for the copy of MSS referral form?

Because the doctor is in consultation

WHY need to wait for doctor?

Because the doctor needs to sign on the referral form

WHY must the doctor sign the MSS referral form?

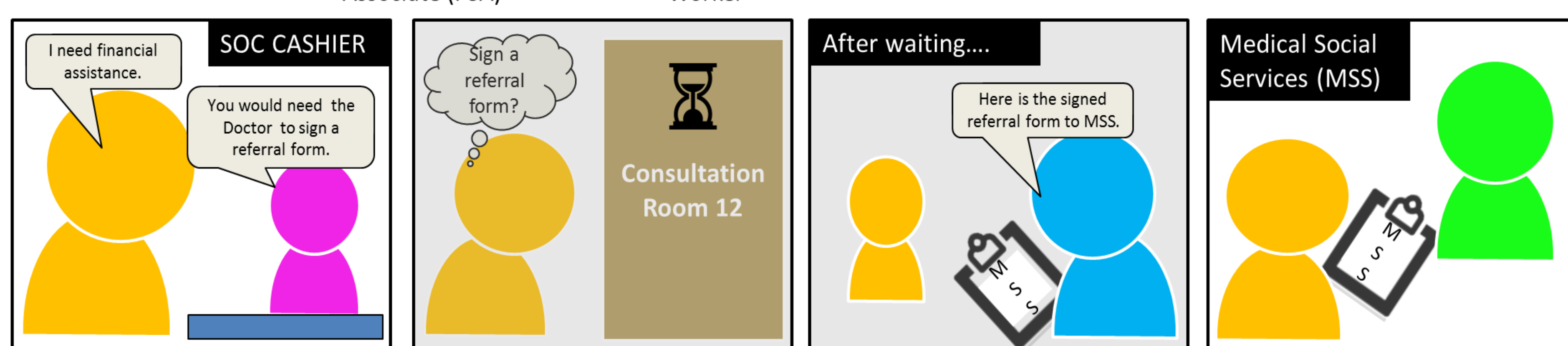
Because currently, all the referral forms at SOC's will go through the doctors by default

WHY is doctor's endorsement required for general financial assistance?

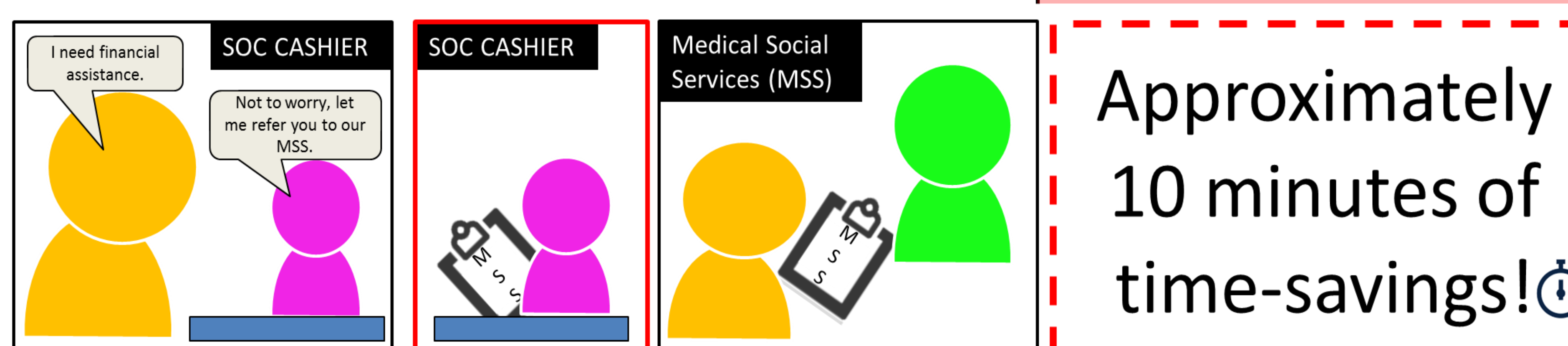
Legend:



BEFORE



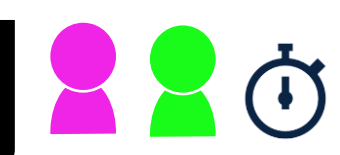
AFTER



Approximately 10 minutes of time-savings!

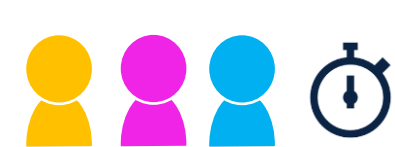
Can the form be signed by other staff for general financial assistance?

RESULTS



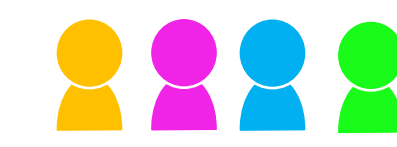
Since implementation of the streamlined referral process in 20 SOC's on 24 Nov 2015, there has been 87 of such referrals. This translates to total time-savings of approximately 870 minutes (14.5 man-hours) for these referred patients.

BENEFITS



- ✓ 1 touch-point less for patients in the referral process
- ✓ Time savings for clinicians, patients and staff
- ✓ Minimal disruptions during consultations for financial issues
- ✓ Staff empowerment

CONCLUSION



Positive feedback has been received and the time savings generated across for clinicians, SOC staff and patients have translated into overall enhanced experience demonstrating the success of the streamlined process.