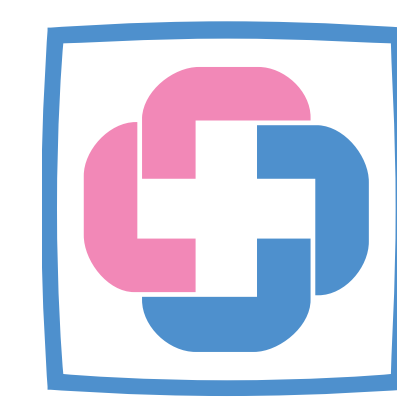




# WE BOOST!



KK Women's and Children's Hospital  
SingHealth

## Increase the use of E&M Appointment Services

Singapore Healthcare Management 2016



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### AIM

To increase the usage of E&M appointment services through a multi-prong approach



### SURVEYS

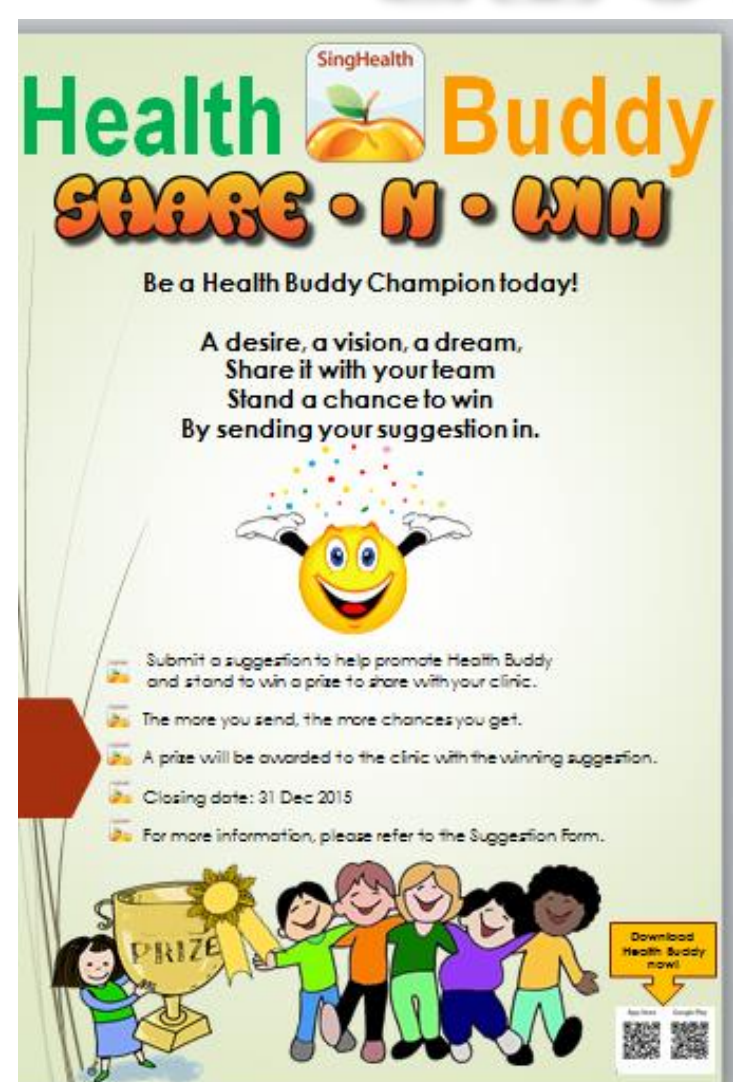
A total of 3,294 patients / caregivers were surveyed and the findings had provided great insights to their current preference and experience in using our E&M appointment services.

### PATIENT EXPERIENCE

- 98% Finds the website and app easy to navigate
- 97% "I will consider using the E&M appointment service for my future needs"
- 92% to introduce family and friends to use the app
- 87% "I was able to find an alternative appointment easily"
- 84% agreed that they were able to find an alternative appointment
- 80% downloaded Health Buddy app instantly



### STAFF ENGAGEMENT



Ideas

Conduct Roll Calls

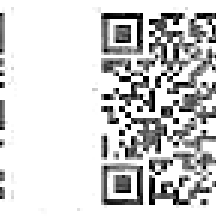
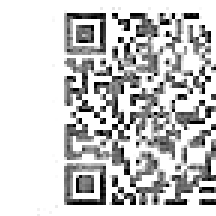


### COLLATERALS

#### MANAGING YOUR APPOINTMENT

You may view, change or cancel your appointment(s) anytime using:

- The Health Buddy mobile app (App Store or Google Play) or



Scan and download to iPhone

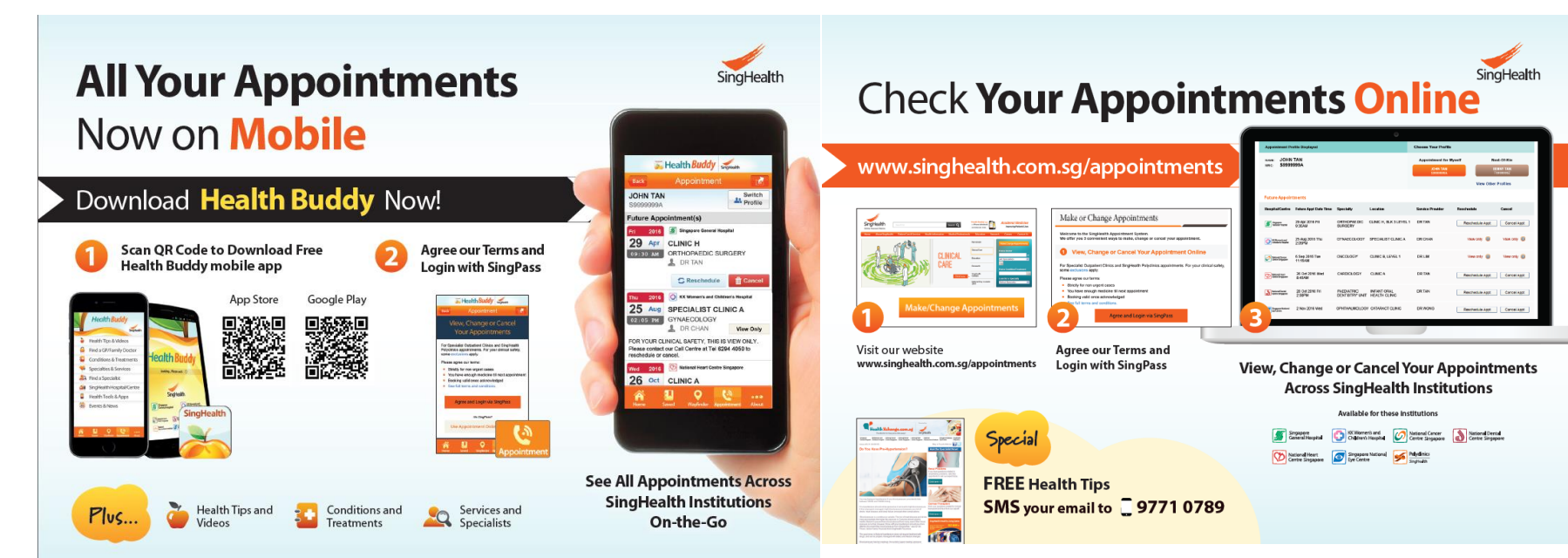
Scan and download to Android

- Online at <http://www.singhealth.com.sg/appointments>

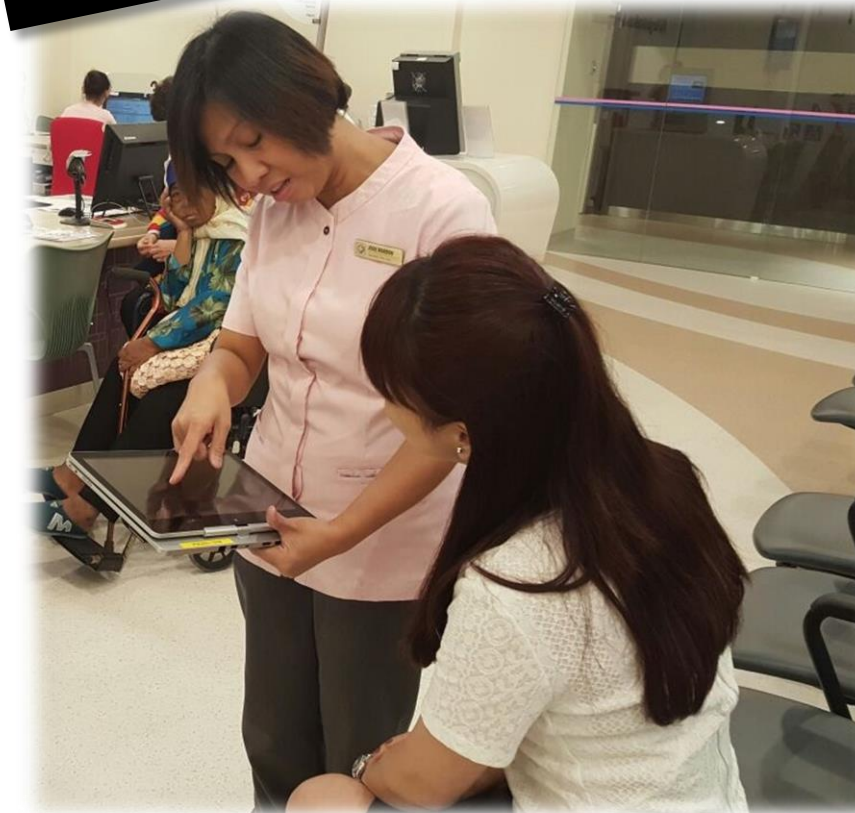
- You may also get health tips and information about your condition on the Health Buddy mobile app.

Reformat back page of receipt

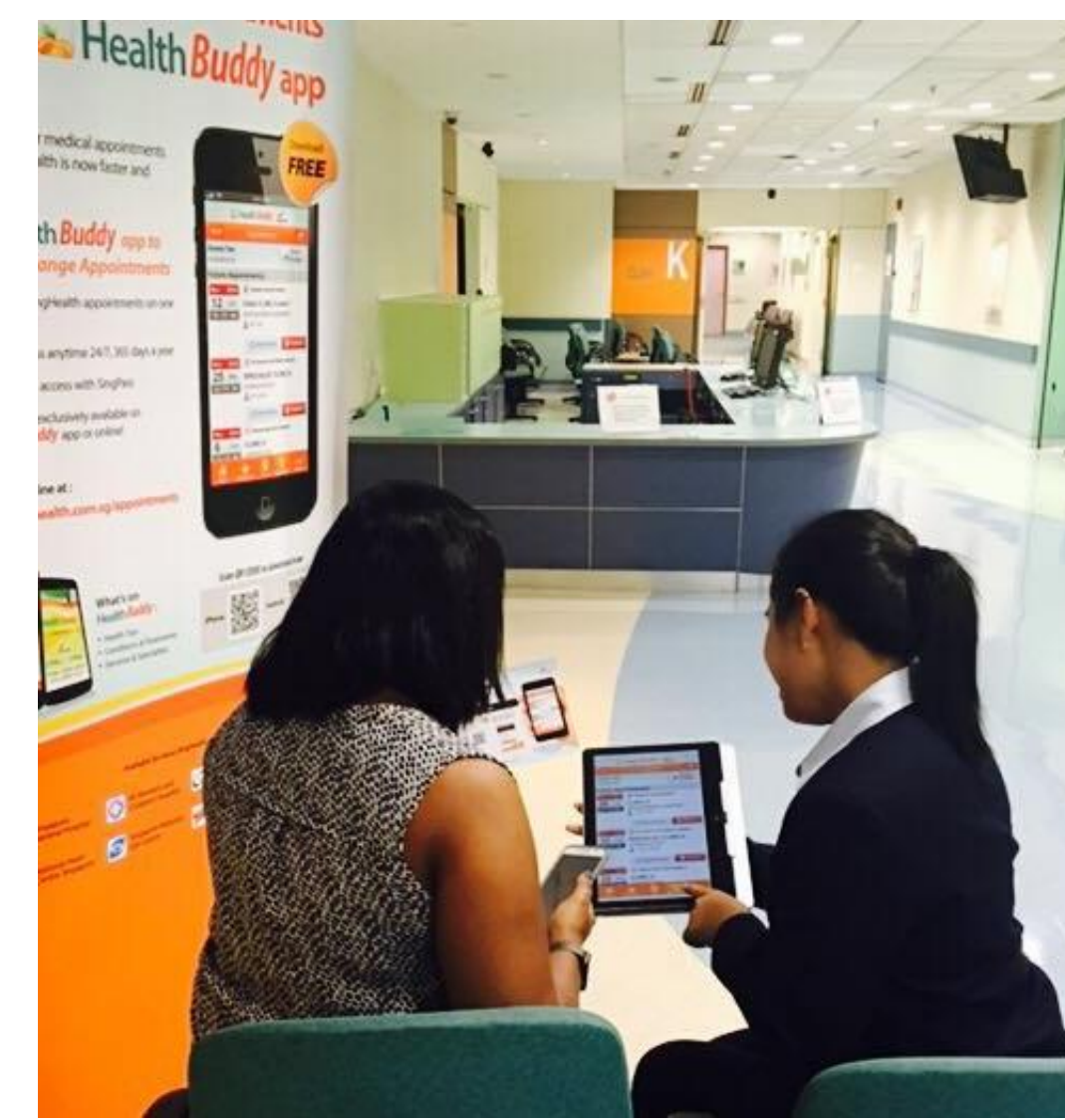
Flyers



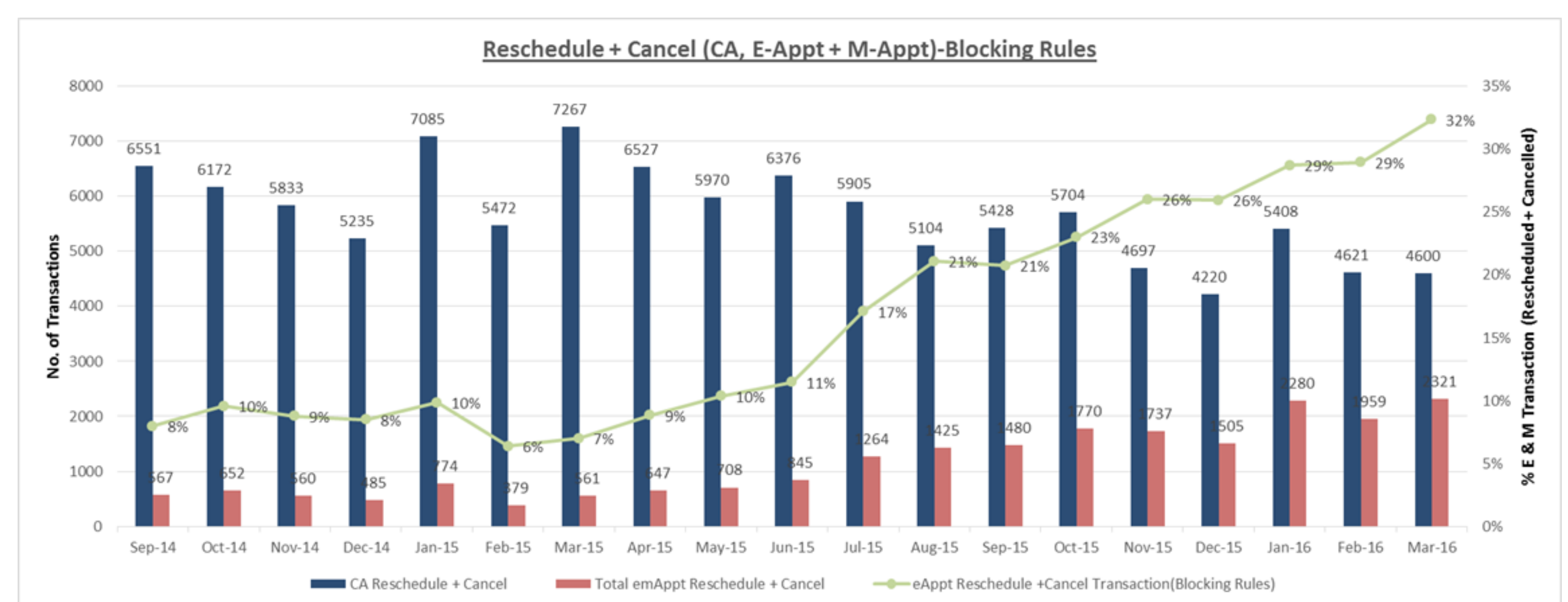
### AMBASSADORS



Staff promoting E&M appointment services to patients



### OUR RESULTS



The E&M appointment transaction rate **increased** from **7%** in Mar 2015 to **32%** in Mar 2016; almost 5-fold increase! Patients and Caregivers enjoy the ease of appointment making anytime; anywhere with a swipe of their fingers. As a spin-off, the billing wait time in the Specialist Outpatient Clinics has also improved since patients & caregivers now have the option of managing their appointments online.

### CONCLUSION

The team made E&M appointment services as the 'Platform of **CHOICE** for our tech-savvy patients and caregivers. This spells **EFFICIENCY** for both patients & caregivers and the Hospital.

# We Boost! All Win!

