



Singapore Healthcare Management 2016

APPOINTMENT LIST

A consolidated list of patient's appointments

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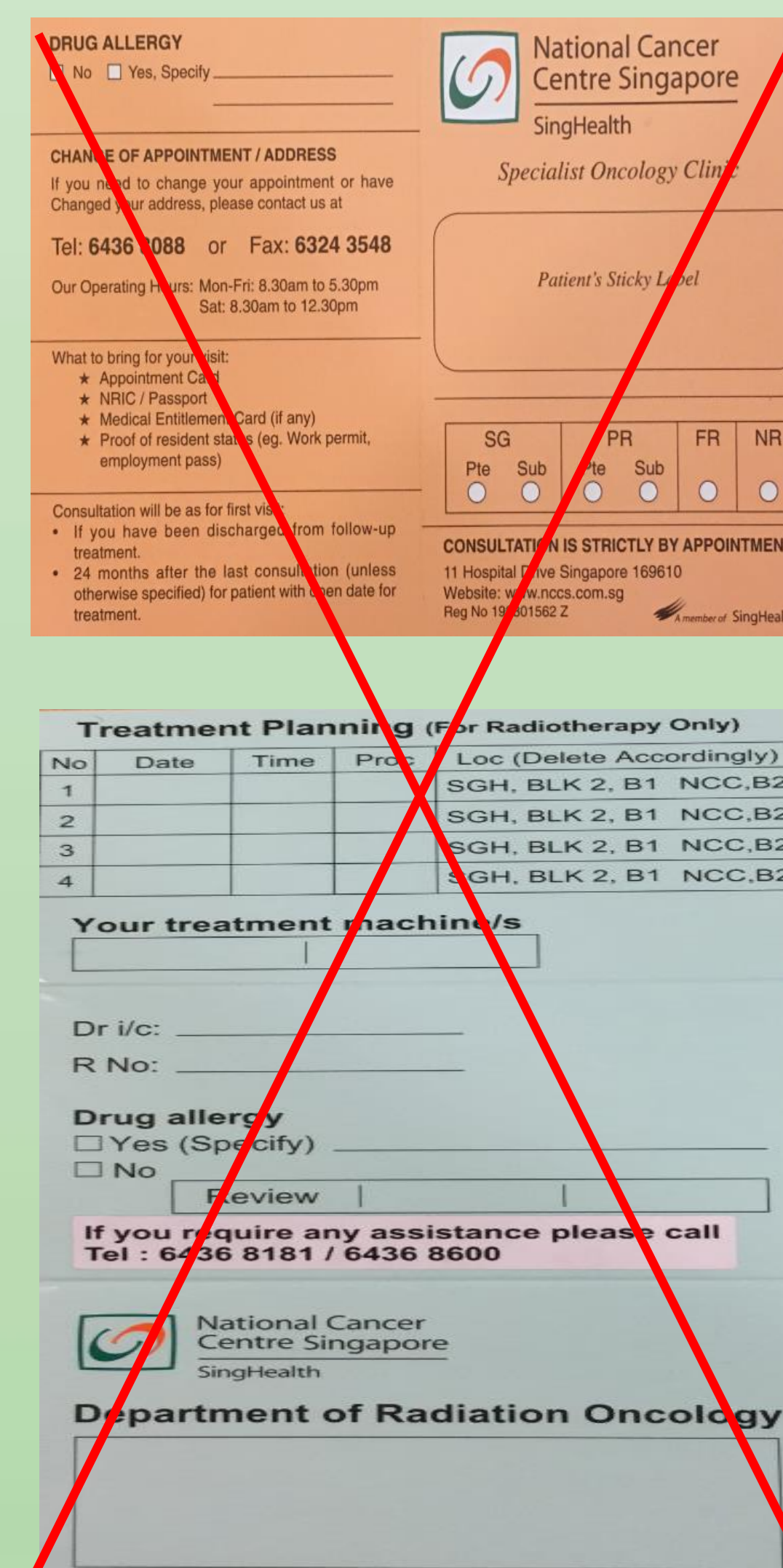
Background

Previously, the appointment staff would book patient's next appointment date in the Outpatient Administrative System (OAS) and transcript the appointment date manually onto the Appointment Card.

A patient seeing different doctors from multiple disciplines will be given multiple Appointment Cards. Holding multiple appointment cards with different appointment dates can be both confusing and cumbersome for our patients and their next-of-kin especially the elderly cohort.

Due to acuity of diseases, the risks of any wrong transcription of the appointment date are also multiplied as it may delay a patient's curative journey with dire consequences and affected their treatment outcome.

Multiple Cards



Appointment List

Date (dd-mm-yyyy)	Time	Clinic	Specialty	Service Provider	Remarks
08-08-2016 Monday	9:00 am	CLINIC C, Level 2	RADIATION ONCOLOGY	POH KAI WENG (SON)	
11-07-2016 Monday	8:58 am	ONCOLOGIC DIAGNOSIS	DIAGNOSTIC RADIOLOGY	MOYTHEN CHEONG PEE HING (PE)	*Arrive at 8:00am for test (Ultrasonography) *CT Chest and Abdomen
18-07-2016 Monday	10:00 am	CLINIC C, Level 2	MEDICAL ONCOLOGY	ANG HEE KHU (SON/WEI)	*Blood Test(s) before imaging Scan(s) before

Aim

- To help patient **keep track** of their complicated follow up appointment sequentially with different discipline and their respective physician in providing best care, timely intervention and treatment on a **same appointment sheet**.
- To **improve overall patient experience** as patient only need to refer to the consolidated list of their future appointments details with different disciplines within NCCS. .

Methodology

Phase 1

On 9 February 2015, a one page Appointment List was rolled out to replace the Appointment Card at our Specialist Oncology Clinics (SOCs).

After the counter staff book patient's next appointment to see doctor in OAS, she will print out the Appointment List from OAS to give to the patient.

This one page Appointment List displayed a consolidated view of the details of planned appointments with all their physicians.

Phase 2

On 9 October 2015, patient's diagnostic imaging appointments details was interfaced from Rispac to OAS. Therefore, diagnostic imaging appointment are also made visible and are printed on the Appointment List.

Results

450 hours

Average time saving per year

\$54,000

Average manpower cost saving per year

\$1026

Average paper saving per year

**More clarity
Less confusion**

Increased Staff and Patient Satisfaction.

User friendly

**No More
Transcription Errors**

Conclusion

The Appointment List has been well received by both NCCS patients and staff. We target by end of 2016 we will be able to integrate patient's treatment appointments information into OAS in order for Appointment List to provide a comprehensive view of patient's appointments in NCCS.