



**Singapore Healthcare
Management 2016**

Paging System for Doctors in Geriatric Clinic

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Introduction

No room assistants are stationed in the consult rooms in the geriatric clinic, due to the limited manpower and the long consult hours.

The doctors will walk out of the consult rooms and find nurses to help to perform tasks such as memory test (MMSE), bladder scan (PVRU), blood glucose test (BGM) and nurse chaperon.

Various methods had been considered to reduce the turnaround time for doctors looking for help.

Methodology

A nurse paging system was acquired at the cost of S\$4,762. The paging station was customized according to the specific nurse-led task needs of the doctors in the geriatric clinic; namely nurse chaperon, bladder scan, memory test and blood glucose test)

Doctors will just need to press the paging station for his specific needs. The nurse who is carrying that pager will prepare the necessary consumables and assist the doctor for the required nursing task at the paged room.

Results

With the newly implemented pager system, the doctor can just page for the required service as opposed to go off to hunt for an available nurse. Some of the benefits include:

1. [Reduced distraction](#) during doctor's consultation since the doctor do not need to leave the room to look for a room
2. [Time saved](#) to look for a nurse (average 2-3mins per task; 15-20 times daily, 30-60mins daily)
3. [Increased patient satisfaction score](#) as patient is attended to faster
4. [Increased patient care](#) as nurses are only paged when needed and they can attend to other patient's needs
5. [Faster turnaround time](#) in the clinic as less time is wasted for searching for nurses



Conclusion

The pager system was piloted and rolled out in April 2015 amid very positive feedbacks from the doctors. The shift to on-demand services is a good way to reduce manpower and increase efficiency in a labour tight economy.

Moving forward, only minimal training is needed for newly inducted doctors and nurses and the system is easy to use. A once-yearly maintenance also ensured the system is working and trouble free.