

# 24/7 Medication Collection With Zero Wait Time



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New! **PILBOX** Service  
PRESCRIPTION IN LOCKER BOX

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## INTRODUCTION

SingHealth Polyclinics (SHP), with 9 primary healthcare centres in Singapore, see a large number of stable chronic patients in the community who are suitable for non-visit care opportunities such as the self-collection of repeat prescription and remote Tele-care.

SHP pharmacies process over a million prescriptions a year, amounting to more than 5 million line items dispensed annually. This high patient load, coupled with finite resources, frequently results in patient queues, overcrowding and perceived “long” waiting times at the pharmacies. To better meet the growing expectations of stable chronic patients, primary care services need to evolve. There was a need to reduce the physical queuing, and to alleviate congestion at the pharmacy.

**A new service model which enables 24/7 self-collection of repeat medication was piloted at Marine Parade Polyclinic.**

## OBJECTIVES

SingHealth Polyclinics’ new “Prescription In Locker Box (PILBOX)” Service aims to :

1. Deliver medication when patients need it, where patients need it
2. Offer flexibility, convenience and time-savings for polyclinic patients
3. Leverage on technology as an enabler to provide for a better patient experience at the polyclinic

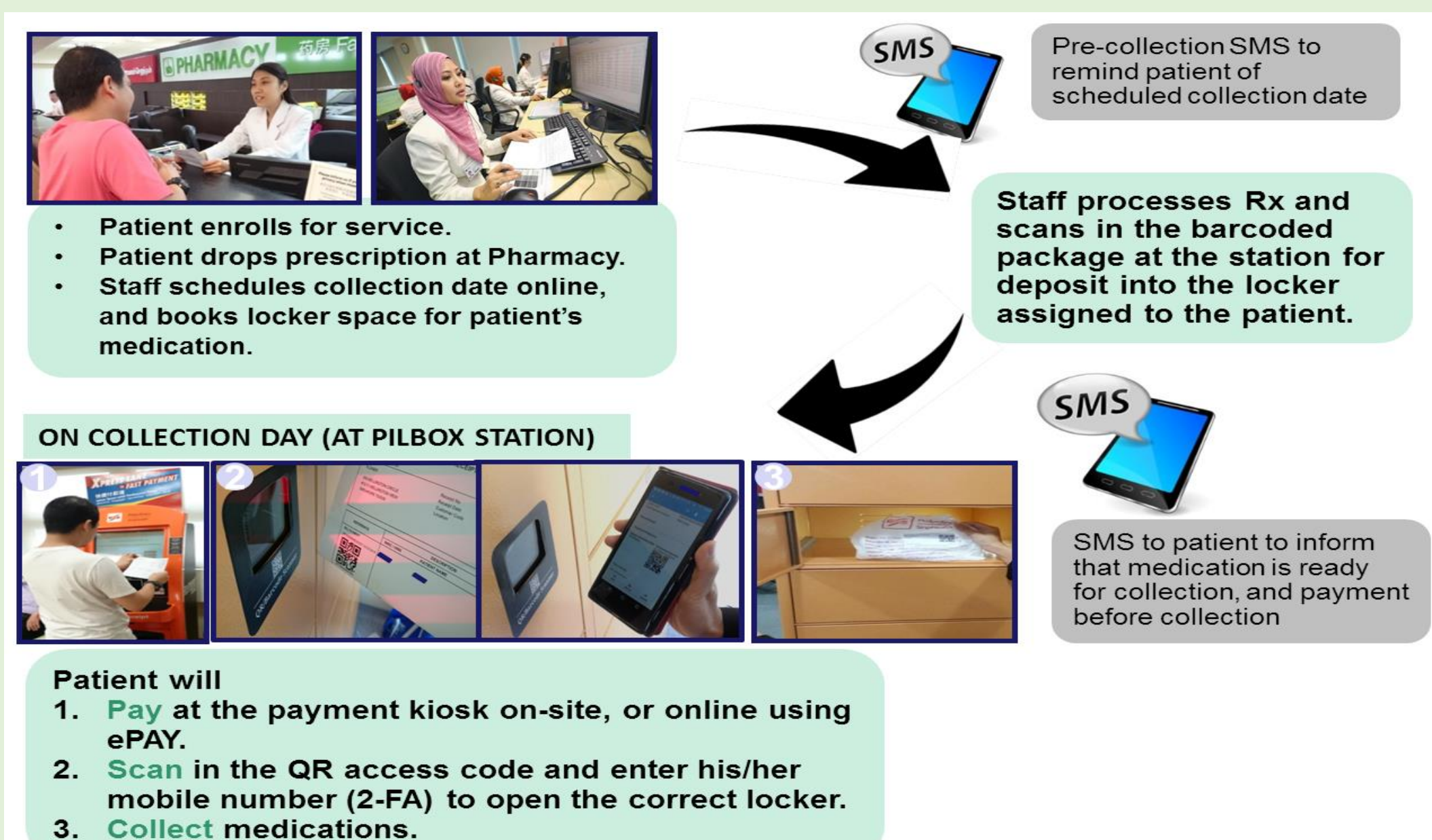
## METHOD

The PILBOX Service was developed and conceptualized with the use of innovative technology to allow patients (and/or their caregivers) to self-collect their repeat medication, 24/7 from an automated locker system located at a nearby community polyclinic.

After a one-time enrolment, patients or caregivers can schedule a collection date, with automated SMS reminders sent to them before the date.

On the scheduled collection day, a patient or caregiver will have to make payment, either at a payment kiosk located next to the locker station or via an e-payment gateway. To ensure the right medication package goes to the right patient, the PILBOX station system will then verify the patient’s or caregiver’s identity (via a two-factor authentication process) before a designated locker pops open to allow access to the patient’s medication package.

### SERVICE WORKFLOW

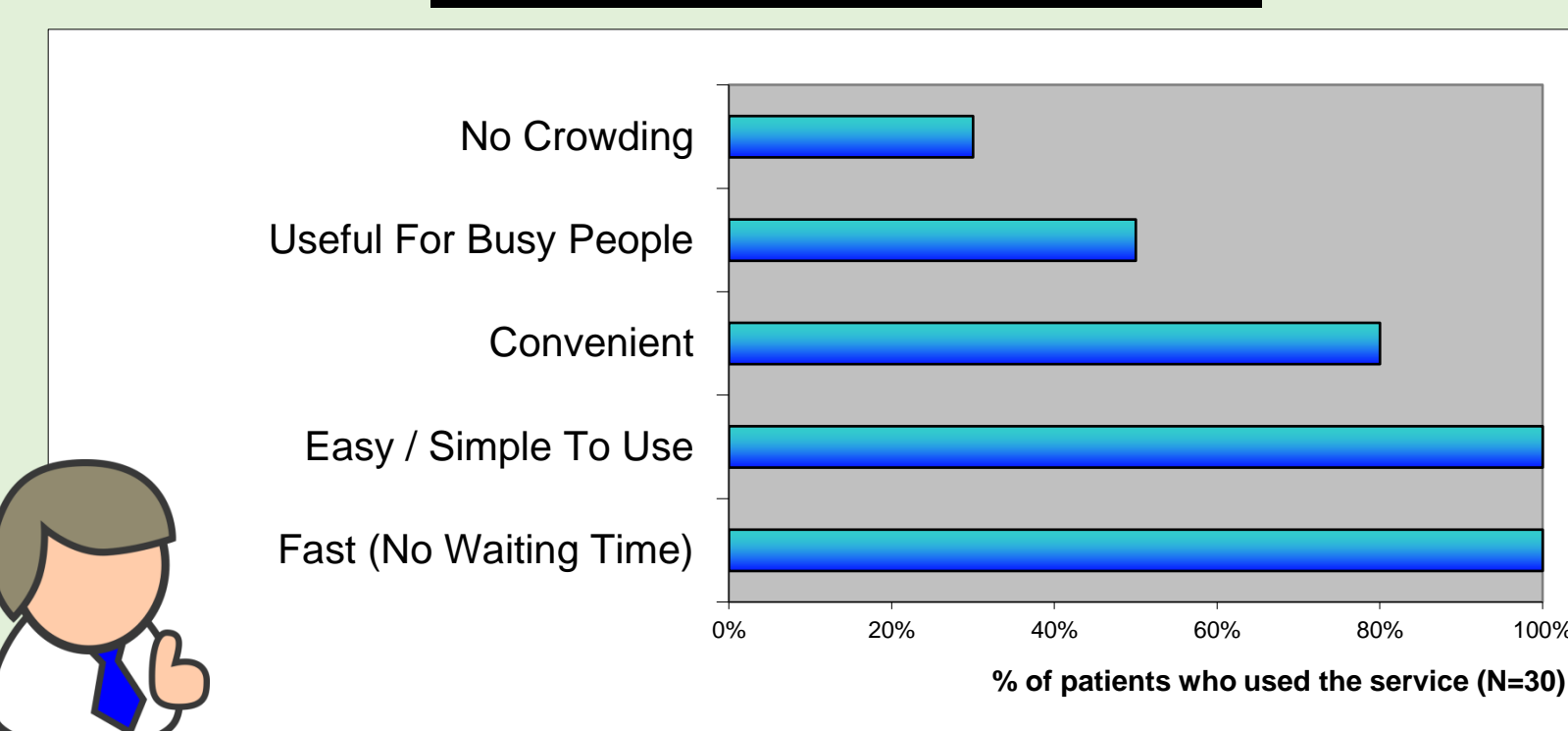


Follow-up telecommunications will be made to close the loop with each patient or the caregiver after medication collection.

## RESULTS

3 months into its launch on 22 Feb 2016, more than 70 patients had enrolled for the service, of which 30 had used it to self-collect their medication. Feedback from these patients had been positive, with 100% of them rating the new collection process as fast and simple, and a majority (80%) finding the service convenient to use.

### PATIENT FEEDBACK



More than 90% of the patients self-collected their medication from the PILBOX station during polyclinic operating hours. Patients who used the service were able to collect their medications without waiting at the pharmacy, which translated to a time savings of 24.7 minutes per patient (SHP Pharmacy’s waiting time at 95<sup>th</sup> percentile), or a total time savings of 12.4 hours within the first 3 months of service.

## CONCLUSION

SingHealth Polyclinics’ PILBOX Service is a pharmacy service innovation that can further improve patient satisfaction and experience at polyclinic pharmacies and allow the pharmacies to ‘extend’ their service hours for collection of medication beyond the standard operating hours for patients’ convenience.