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Online access to medical reports for corporate clients



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Introduction

The introduction of online access of medical reports for corporate clients is in line with our aim to harness IT to improve work efficiency and clients' experience. It also aligns with our aim to enable seamless accessibility to health information and faster report turnaround time.

This portal allows Health For Life Centre to upload encrypted medical reports such as pre-employment reports, annual statutory examination reports, fitness certification reports etc for the corporate clients to download timely.

The portal leverages on the iHFL system to encourage a paperless and greener option.

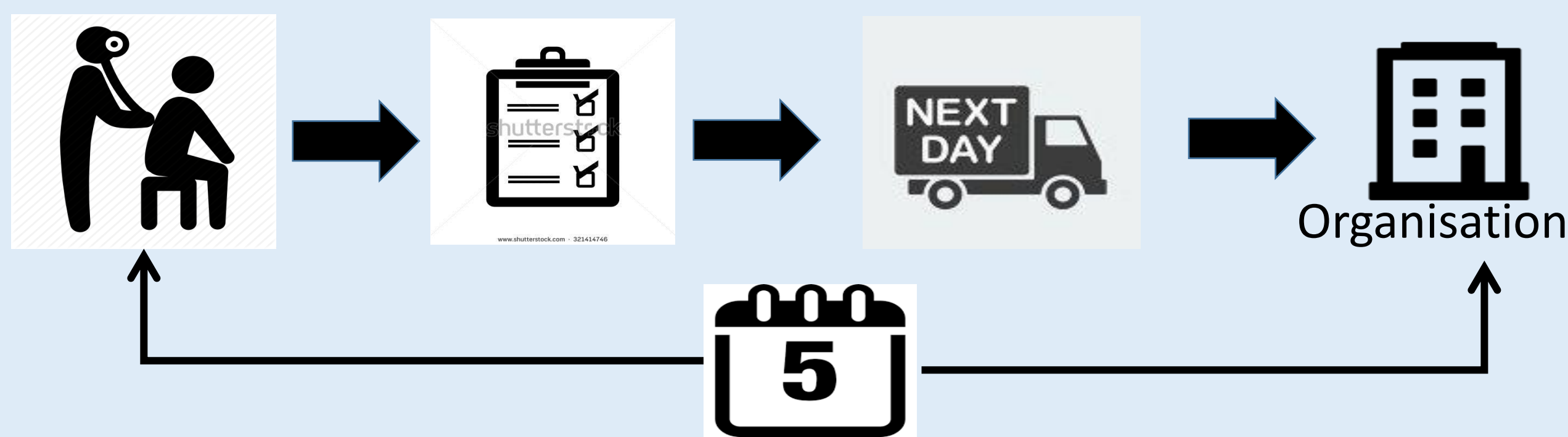
Methodology

From 1 April 2013 to 26 Jan 2016, seven corporate clients came on board and one client is currently doing parallel run.

Corporate Services staff will identify corporate clients and encourage them to adopt online reports. iHiS will then create an user ID and password for clients to download from iHFL portal.

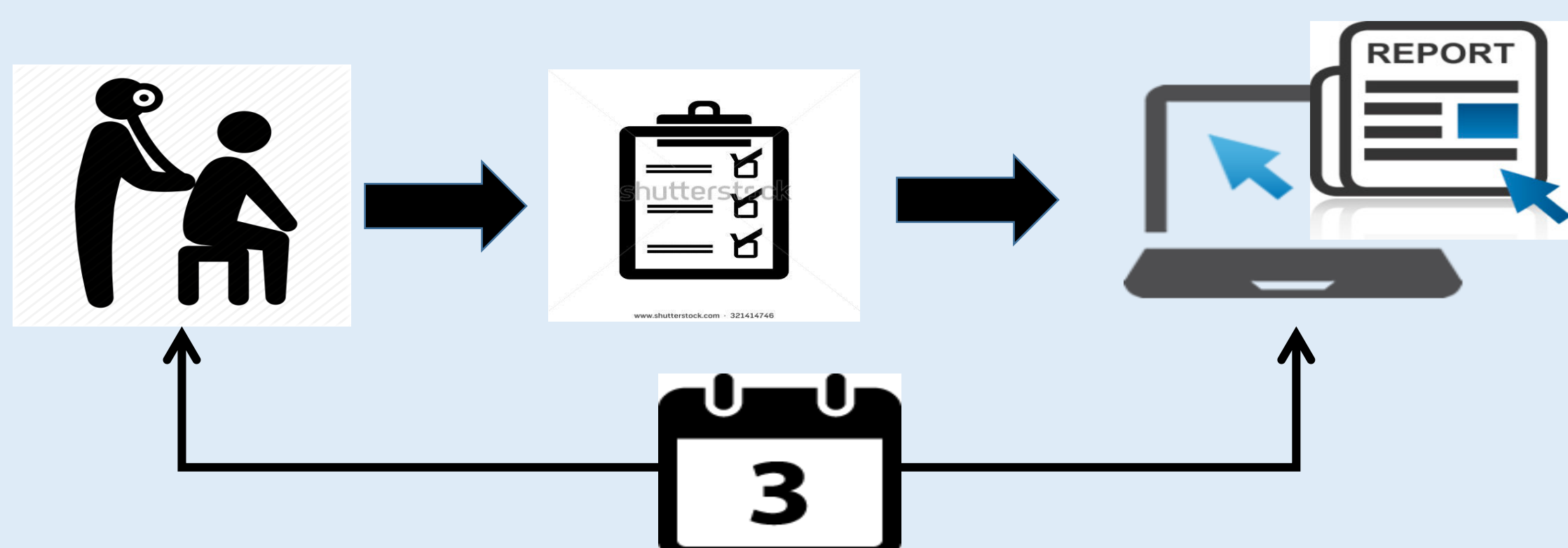
As is :

After Health For Life Doctor's certification, the Health For Life Admin staff had to photocopy and prepare the medical reports for dispatch. The turnaround time for report processing took 2 working days. From the patient's first visit to the receipt of medical report, the whole process took 5 working days.



To be :

With the online portal, Health For Life Admin staff scans and uploads the encrypted report immediately after Doctor's certification. The turnaround time for report processing is within 1 working day. From patient's first visit to the receipt of medical report, the whole process takes 3 working days only.



Results

During the project duration, **7** corporate clients opted for online reports. There were a total of **751** online reports.

7	=	751	=	\$7,735.50	=	7.8
Corporate clients		Online reports		Cost Savings (from eliminating stationery and courier fees)		Man days savings (time saving of 5 minutes per report)

It has also **eliminated the error** of sending wrong reports to clients.



1. All the 7 corporate clients find it **easy to access** the web-based portal.
2. The paperless system has **reduced their filing and storage space**.
3. It also **enhances records retrieval**.
4. Most importantly, they are pleased with the **faster turnaround time**.

Conclusion

Better, Faster, Cheaper, Safer

Online access to medical reports for corporate clients has demonstrated cost, manpower and time savings and is well-received by clients and KTPH staff. We will work to enhance the system and encourage more take up.