

Background

Each acupuncture treatment takes 20 minutes. During needle retention period, patients are left in the treatment room alone with the doors closed to provide privacy and allow them to rest. A call bell is handed to them in case assistance is required during this period. The existing call bell is not loud enough to alert the doctor or assistant. Also, it is too bulky for patient to hold in their hand.

Methodology

Purchase a wireless digital chime which consists of 2 receivers and 1 transmitter. 1 receiver is placed with the Dr/ Acupuncturist/ Room assistant in the consultation room where they can hear. The 2nd receiver is with the clinic manager. The transmitter is given to the patient.

During acupuncture treatment which is about 20 minutes per session, the patient is left in the room to rest with minimal disturbances. Whenever the patient requires attention, he/she will press the transmitter and the acupuncturist/ room assistant/ clinic manager will be alerted and attend to the patient's needs immediately.



Transmitter is given to patient

1 receiver is placed with the room assistant/ Dr in the consult room while the other receiver is with the clinic manager

Results

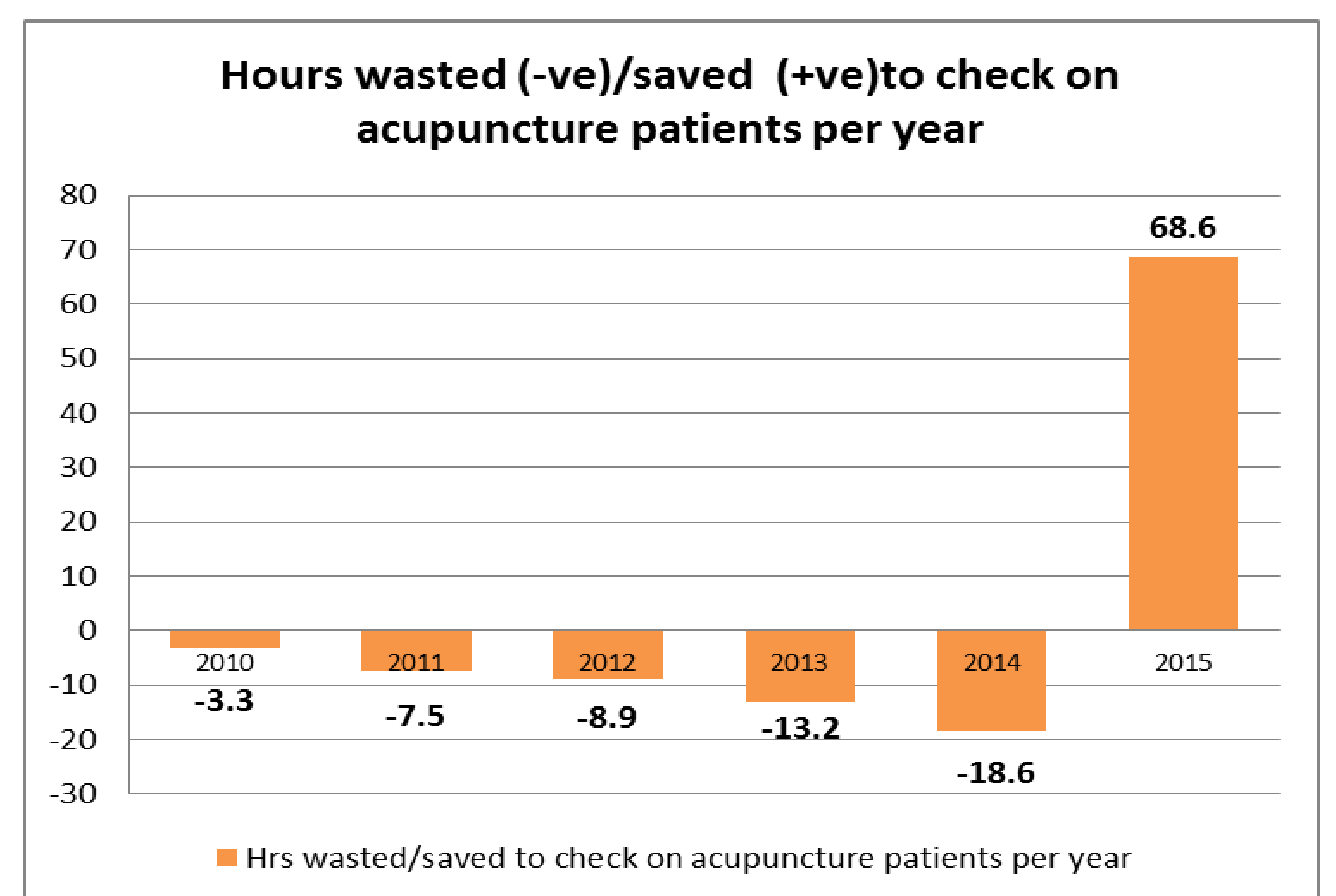
Patient feedback that the response is faster when they required assistance and there is minimum disruption during treatment which improves patient satisfaction.

Patient's care and safety is improved as the acupuncturist/ room assistant is able to attend to patient immediately.

Acupuncturist/ room assistant makes less unnecessary walking trips to check on patients, therefore saving time so that they can be more efficient in other clinic duties. Productivity improves significantly as the number of acupuncture patients has increased by more than 3 times in 2015.

Without the wireless digital chime, each patient requires at least 2 checks from the acupuncturist/ room assistant during the 20min treatment to ensure safety. Since implementation of project in September 2014, time saved in 2015 was 68.6hrs.

	2010	2011	2012	2013	2014	2015
No. of acupuncture cases seen in SMC	99	225	266	397	557	2057



Conclusion

This is a cost effective method as the wireless digital chime is cheap (est. S\$30) and there is no need to install complicated device with expensive renovation. Acupuncturist/ room assistant makes less unnecessary walking trips to check on patients, therefore saving time which they can be more efficient in other clinic duties. Productivity has improved significantly as the number of acupuncture patients increase by more than 3 times in 2015.