



Singapore Healthcare Management 2016

Reducing Wait Time for Medical Report Collection at Patient Service Centre

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1. Introduction

When patients/next-of-kin request for medical reports for various reasons (eg. submission of insurance claims), they have an option to self-collect or have the report mailed to a specific address once these medical reports are ready.

Patients/next-of-kin who prefer to collect their reports in person will pick up their medical reports at Patient Service Centre (PSC)

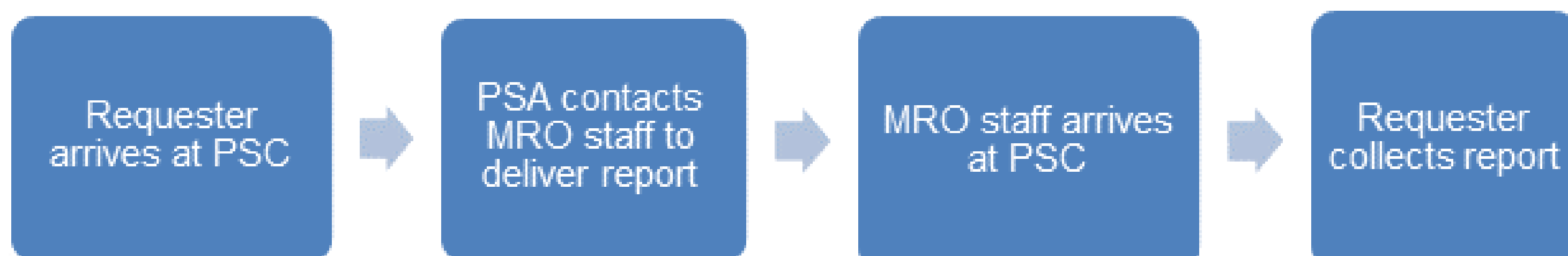
2. Problem (As – Is)

When requester arrives at Patient Service Centre for collection of medical report, PSC PSA (patient service associate) will contact MRO with the necessary details.

MRO staff will locate requester's report and bring it up to PSC for requester, and obtain endorsement from him/her to acknowledge collection.

There are multiple points of delay and unnecessary movement:

- Waiting for PSA to contact MRO (line may be engaged)
- Waiting for MRO to locate report
- Waiting for MRO to send report up to PSC
- If multiple reports are requested by different patients at different times, MRO staff has to make multiple trips to PSC everyday – waste of resources and time



3. Methodology

In order to address the multiple points of delay and double-work, the following work flow was implemented.

- MRO hands over a set of ready medical reports to PSC PSA from Mondays to Saturdays
- PSC PSA will release the medical reports to requesters when they claim medical reports from PSC, after obtaining the necessary acknowledgement of receipt
- Every Saturday before PSC closes, all unclaimed reports will be collected by MRO and accounted for
- MRO will contact requesters for these outstanding reports (provide reminders)

MRO staff will inform all requesters that medical reports may be collected at PSC.

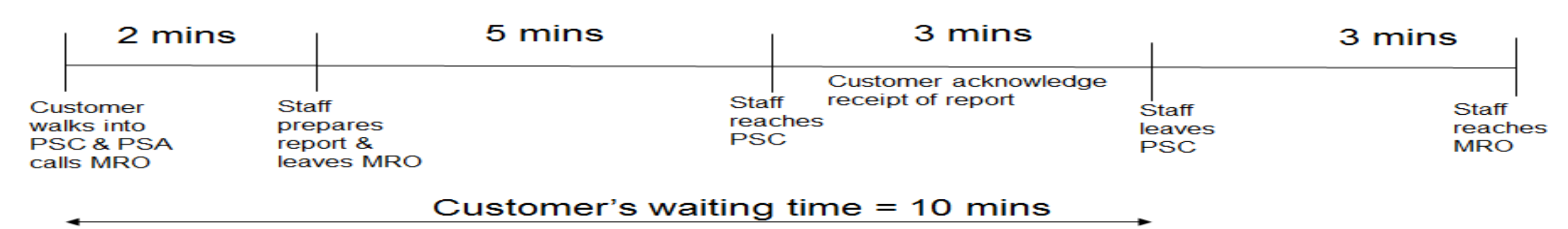
MRO will be activated to address requesters' queries on medical reports should there be a need.



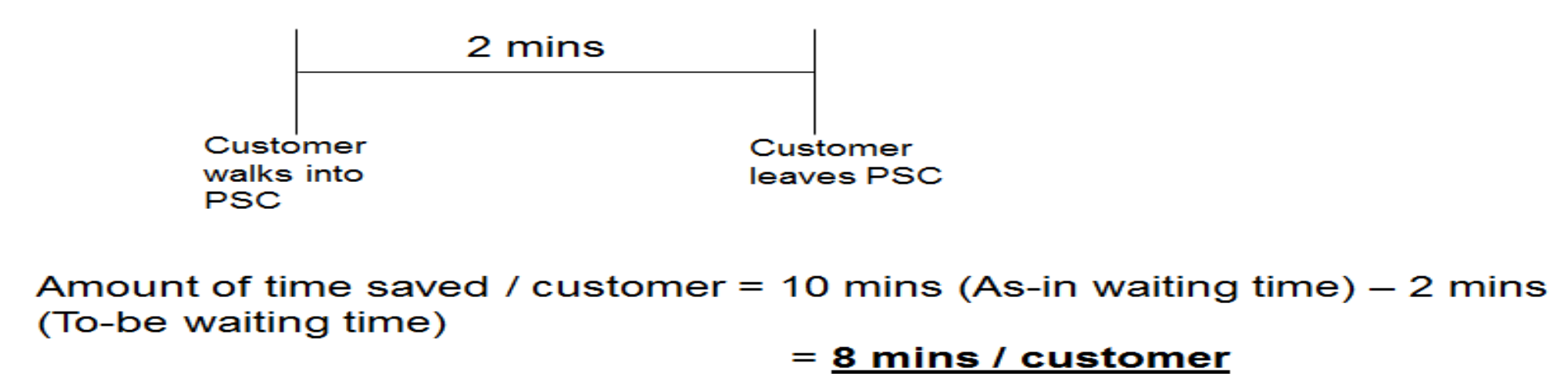
4. Results

i) Reduction in wait time for requesters:

Before – 10 mins



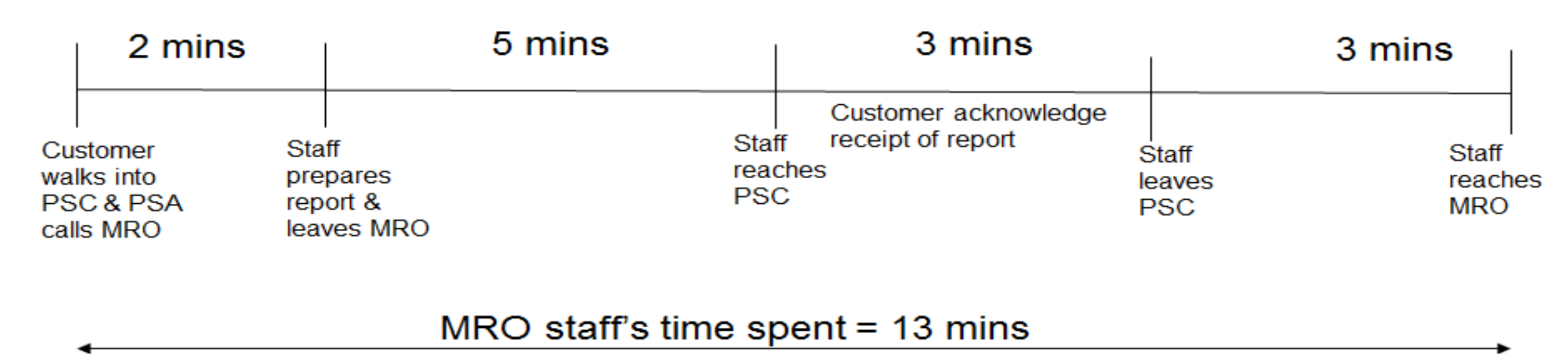
After – 2 mins



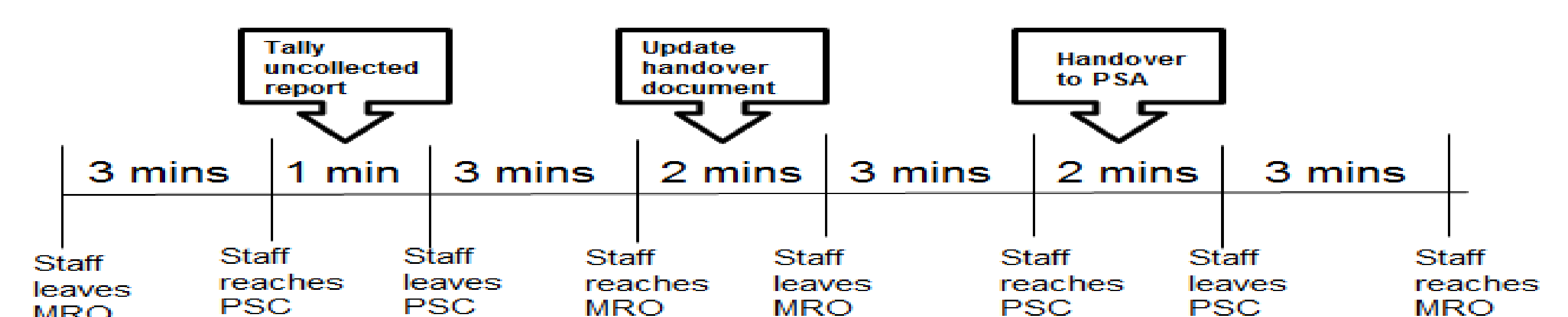
Savings of 8 minutes per report collected, monthly savings of ~10hrs (based on average of 4 reports collected per day)

ii) Work flow streamlined for MRO

Before – 13 minutes spent for each request



After – 17 minutes spent for total requests daily



Monthly savings of ~12 hours, based on average of 4 reports collected per day

iii) Simplified steps for PSC PSAs

PSAs release completed medical report to requesters directly instead of calling MRO.

5. Conclusion

The initiative has not only reduced the waiting time for the patients/ NOK in collecting their medical report but it has also reduced the time spent by MRO staff in making several trips to PSC.