



# Singapore Healthcare Management 2016



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## Touch Screen Display For Ward Charging System



**Touch screen feature** is easy to use



**Send inventory reordering notification** to MMD using email



**Computer always on;** nurses can do charging anytime



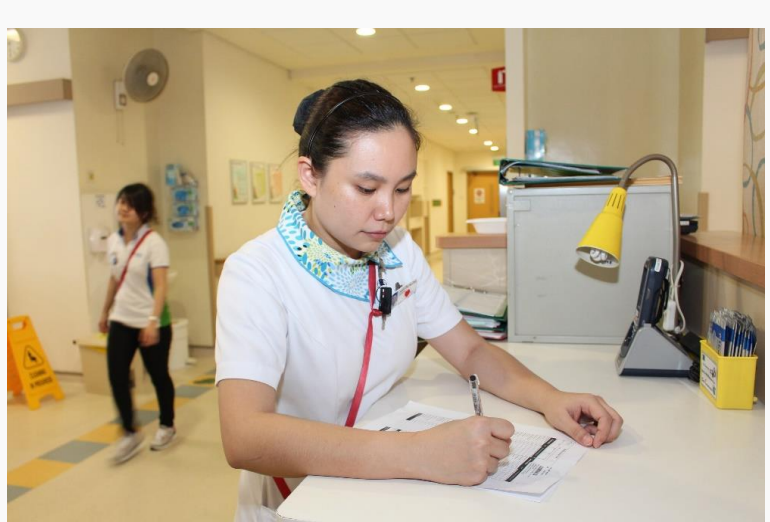
▲ Nurse selects the item to charge to patient on the screen

## 2 Methodology

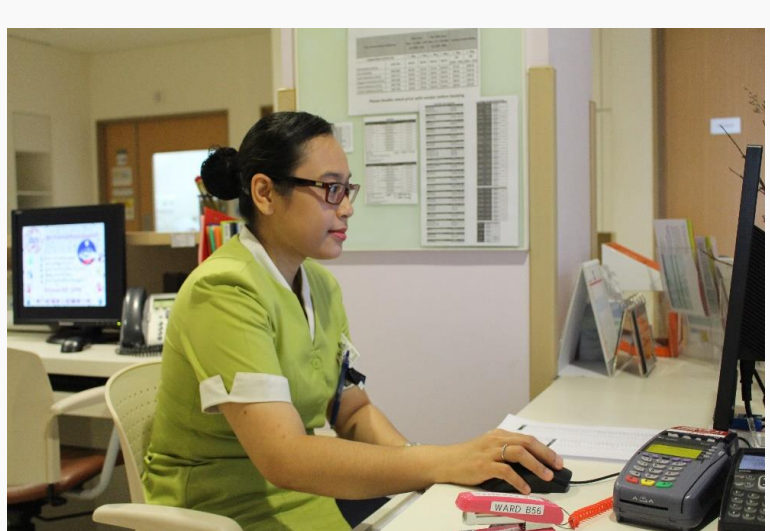
### Before Implementation



**1** Nurses use consumables to care for patients



**2** All items used are recorded manually on charge sheet



**3** Data manually added into Hospital Billing System

### Problems

- Mistakes in ticking and keying in wrong charge codes
- Missed charges
- Delay charging

## 3 Results



**22 man-hours saved** per ward / month



**Minimised loss of revenue:**

- ✓ 15% reduction in dropped charges
- ✓ Reduce error charges



**Timely capturing of charges**

## 1 Project Aims

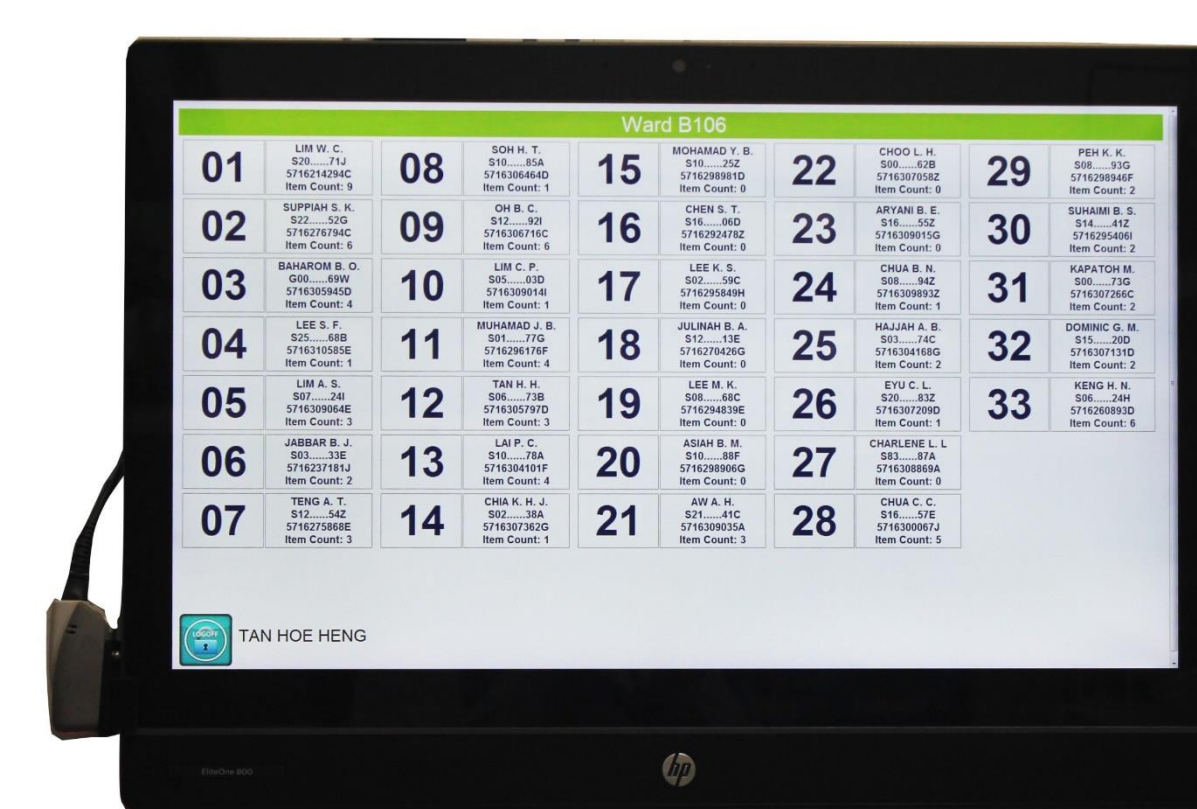
- **Enable nurses to record consumables supplies** given to patients easily
- **Display consumable images for easy selection** using touch screen so that charges captured is accurate
- **Integrate to the hospital billing system (SAP)** so that charges are submitted on time before patients are discharged
- **Reduce drop charges**
- **Provide inventory information** to Material Management Department (MMD) for replenishment

### After Implementation

**All-in-one (AIO) computers** with touch screen capability are installed in the supply room as a digital display board to enable nurses to record the consumables given to patients. A barcode scanner is attached to the AIO to identify and authenticate the nurse doing the charging.



▲ Nurse scans her staff identification barcode



Nurses can **view the patients list of the whole ward** with bed numbers and summary of the number of items charged for the day.

Nurses can **select the patient easily** by touching the bed number on the screen.

## 4 Conclusion

Using digital display boards with touch screen capabilities can help to **reduce drop charges and errors** in charging in the hospital. This system makes charging easy, fast and accurate. It also reduces data entries duplication significantly.