



# Admissions Business List (ABL)

## 1 BACKGROUND

1. At point of Admission, patients must submit required financial documents.
2. Incomplete documents, known as "loose documents" will be recorded down on a hardcopy revenue list.
3. The revenue list will be flowed through from Admissions to Business Office (BO) daily for backend reconciliation.

## 2 AIM

- ✓ Have a repository of submitted documents to BO.
- ✓ Save time and papers through reducing hardcopy recording of documents.
- ✓ Have a solution that is not complex but quick for deployment.
- ✓ Have a cost-effective solution to simplify work processes.

## 4 RESULT

1. Relying on Infopedia's newly deployed NINTEX workflow, Admissions team can deploy a "process-triggered" workflow to BO team.
2. With ABL, teams can validate documents submitted and provide timely clearance of documents.
3. This results in paper savings, time-saving and greatly reduces the risk of documents lost in transit.
4. The projected saving is estimated to be **\$1524.** per year based on the below figures:
  - a) Each submission is equivalent to 8 pieces of documents and per revenue list contains 8 submissions.
  - b) We had an average of **1032** submissions per month and this equates to a saving of **8385** pieces of paper.
  - c) 1 rim of A4 papers (500 pieces) cost \$3.60 and copier meter charge will be at \$0.008 per piece.

## 3 METHODOLOGY

1. Without ABL, BO has to circulate the hardcopy listing of the submitted documents within their team to check if each documents are submitted.
2. With ABL, it has increased the workflow efficiency by allowing the records to be exported out and to be filtered for the respective personnel to follow up.
3. ABL helps to ensure each document is accounted for in a timely manner.



## 5 CONCLUSION

1. **As Infopedia is a familiar user platform, ABL is deployed with ease.**
2. **Time-saving by eliminating the manual effort of circulating the hardcopy listing around.**
3. **Go Green and reduces the consumption of papers.**
4. **We will continue to evaluate and improve our work process to create joy for staff as work; as happier staff = happier patients while we strive to uphold our motto:**

**PATIENTS. AT THE HEART OF ALL WE DO.®**