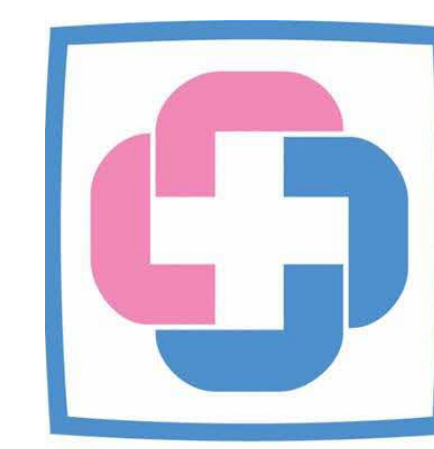


Online Medical Report Application



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Background

Patients or caregivers who require medical reports must complete a hardcopy application form with signed consent. The Medical Report team receive and check completeness of the application, including supporting documents before requesting for payment. The team must track and confirm receipt of payment before creating a registration in the Medical Report Tracking System (MRTS).

Problems or Opportunities

The process is manual and time-consuming for both patients/caregivers and staff.

Before

- ✗ Manual
- ✗ Time-consuming
- ✗ Lengthy with many words

Solution

The team engaged Integrated Health Information Systems (IHIS) team and MRTS vendor to map out the desired process and determine how information should interface between the systems. Online medical report request via secured channel - Health Hub was implemented in January 2019 which enables patients/caregivers to apply and make payment for medical reports and other document types via one-stop service.



After

- ✓ Intuitive
- ✓ Simple
- ✓ Convenient

Aim

To provide a seamless and secured online platform for patients/caregivers to apply for medical reports and other documents such as discharge summary, laboratory results and referral letter.

Methodology

The team used value stream mapping to define the process steps and analyse the flow of information. From the map, we identified bottleneck, wastes such as duplications and inefficiencies, with reference to the feedback that were previously received from the patients/caregivers on the application process.

Results and Conclusion

In addition to providing greater convenience to the patients/caregivers, there are other benefits such as:

1. Staff productivity as duplication work of having to register the request in MRTS and tracking of payment receipts are eliminated with the interface of information between the 2 systems.
2. Simple and secured consent-taking process i.e. using SingPass.
3. **Next phase:** To enable patients/caregivers to retrieve the Medical Reports online via Health Hub.

