

Leveraging FormSG for Pre-visit Assessments

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Aim

- ✓ Reduce the average time spent per patient by Health and Social Care Officers (HSCO) to enhance their overall work efficiency.
- ✓ Increase accessibility as the form can be completed at the user's convenience.

Background

The Health and Social Care Officers (HSCOs) conduct pre-visit assessments with patients and caregivers from the Integrated Medical Clinic (IMC) for the Primary Coordinating Doctor.

This initiative leverages FormSG to enable patients and caregivers to self-administer the pre-visit assessment remotely prior to their appointment.

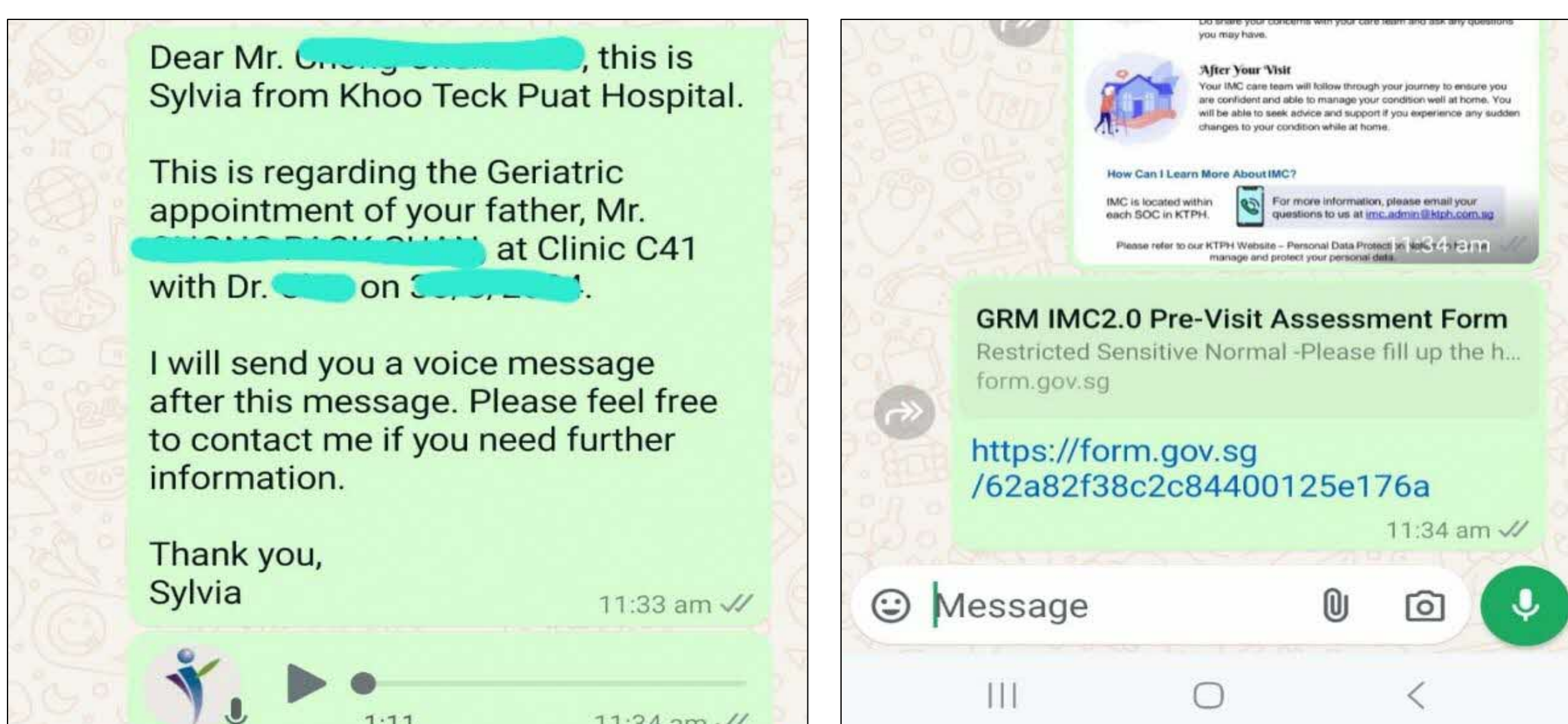


Team Members

Name	Designation	Department
Esther Boo Wen Yan	Executive Assistant	Innovation and Improvement (I&I) Office
Sylvia Tan Gek Ting	Executive Assistant	Innovation and Improvement (I&I) Office
Claudine Oh Su Fen	Assistant Director	Innovation and Improvement (I&I) Office
Lee Pek Mun Moon	Executive Assistant	SOC Services
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Interventions / Implementation

HSCOs send out FormSG links via Whatsapp. However, many patients and caregivers are hesitant to click on links due to concerns about scams. To address this, our team uses pre-recorded voice messages instead of an introduction text. This allows HSCOs to communicate information in a more personal manner, which helps to build trust. The human touch also adds a sense of credibility, alleviating concerns with unfamiliar links.



Once a response is received, a HSCO reviews it for errors or missing information. If everything is in order, they upload it to EPIC where the care team can review prior to the appointment.

Onward 2026

Strategic Priorities

SP3 - Expand Acute Care Beyond Hospital

The care team can assess the patient's concerns and critical health information and make informed decisions about the level of care needed, including services outside of KTPH. For instance, the Geriatric care team has referred patients to home nursing services upon reviewing the FormSG pre-visit assessments.

Foundation

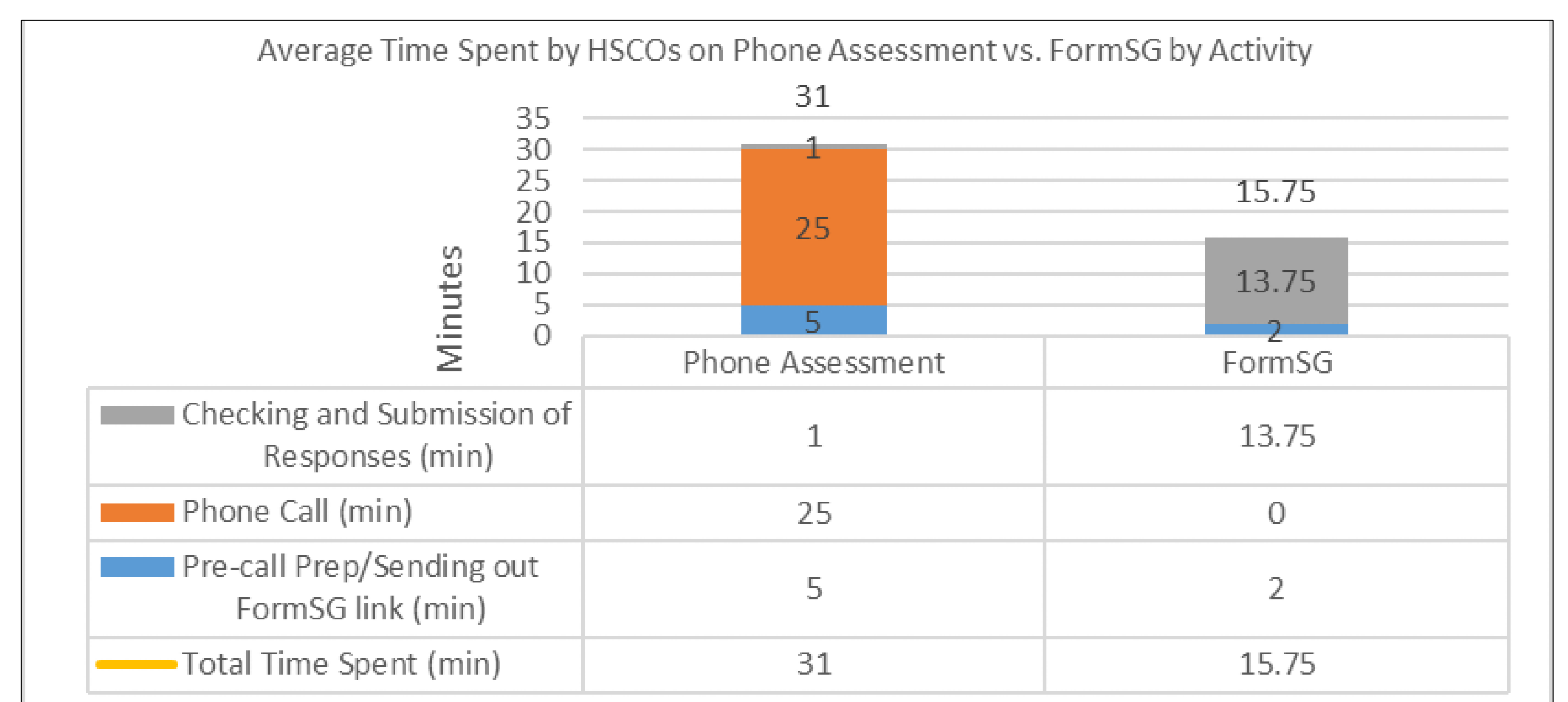
Staff Well-Being

- ✓ Reduces stress of HSCOs by decreasing the volume of pre-visit phone calls required.
- ✓ Increases HSCO's sense of fulfilment by enabling them to focus more on direct patient care, such as answering enquiries.

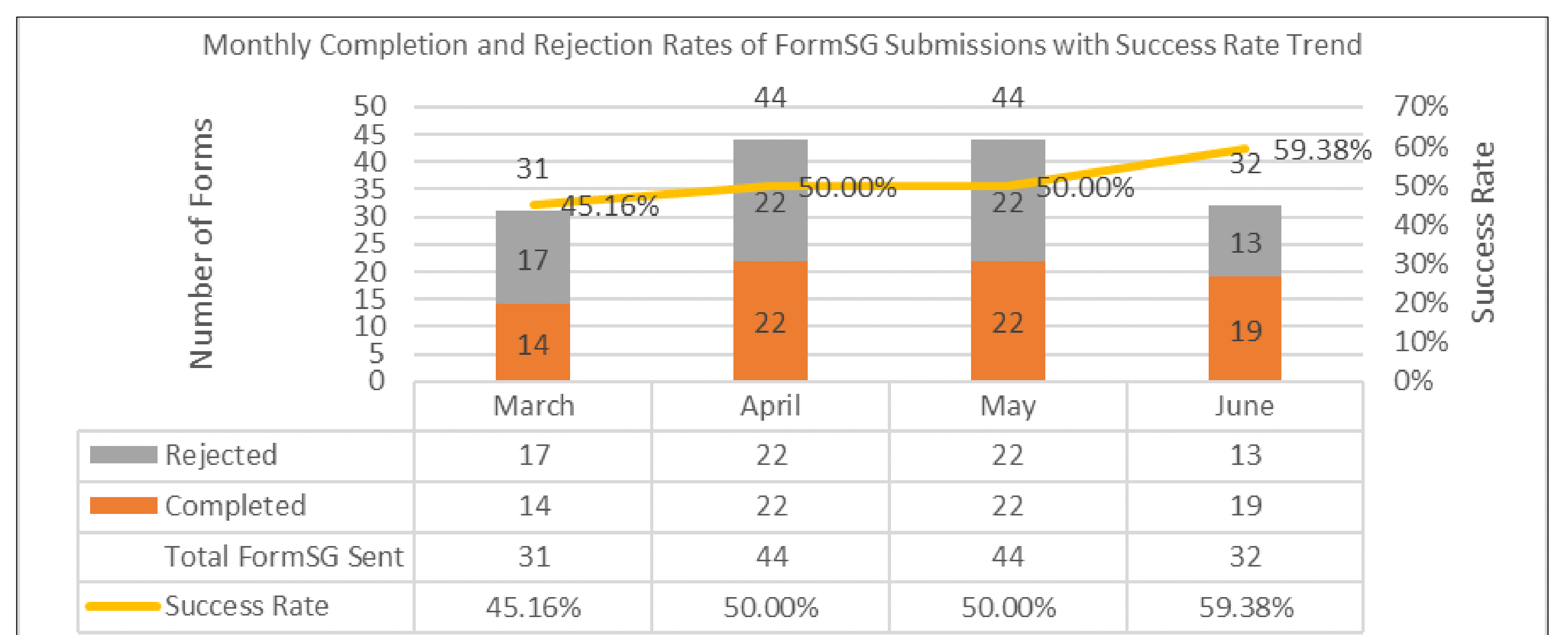
Results & Outcomes



Reduced the average time HSCOs spend administering assessments to FV patients by **49.19%**.



Achieved an average of **51.13% completion rate** of FormSG by patients and caregivers, reflecting a positive engagement level.



Conclusion

While there is room for improvement, this project has been beneficial overall.

Thus, our team has integrated the use of FormSG into HSCOs' regular workflow as of August 2024.

