

Project Title

Patient Experience (PX) Financial Assistance Anytime, Anywhere

Project Lead and Members

Project lead: Ms Jojo Yang Bin

Project members:

Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Healthcare Administrators

Project Period

Start date: 4 Dec 2023

Completed date: 29 Feb 2024

Aims

PX aims to be a self-help digital platform to change traditional work process where patients need to meet MSWs physically for financial assistance.

Background

See poster appended/below

Methods

See poster appended/below

Results

From 4 Dec 2023 to 29 Feb 2024, out of 257 patients, who submitted their financial application requests via PX, 174 requests are for financial renewal while 83 are new financial assistance requests.

Conclusion

See poster appended/below

Project Category

Technology

Digitalisation, Digital Platforms

Keywords

Medical Social Workers, Traditional work, Financial Application, Flexibility, Time management

Name and Email of Project Contact Person(s)

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