

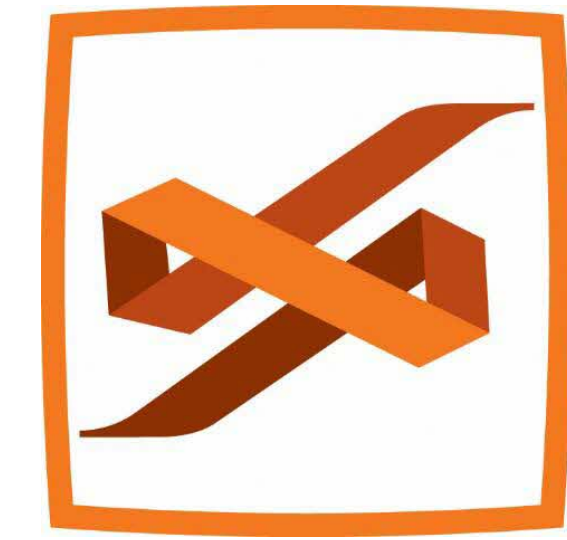


Singapore Healthcare Management 2021



Say 'Cheese' to Patient Safety!

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Polyclinics
SingHealth

Project Background

- Though SingHealth Polyclinics (SHP) uses two patient identifiers to ensure patient services are delivered to the correct patient, there were still incidents where impersonation occurred
- To enhance patient safety, SHP implemented the Patient Photo ID & Document Repository System to capture patient's photo and non-medical documents at our front counters
- Our doctors, nurses, allied health and ancillary staff now uses photo available in OAS, Pharmacy & Queue Systems; as an additional patient identifier to ensure the right care is delivered to the right patient

Objectives

- To identify correct patients
- To prevent imposter
- To promote staff familiarity with regular patients
- Faster retrieval of patient's non-medical documents and reduces the use of paper



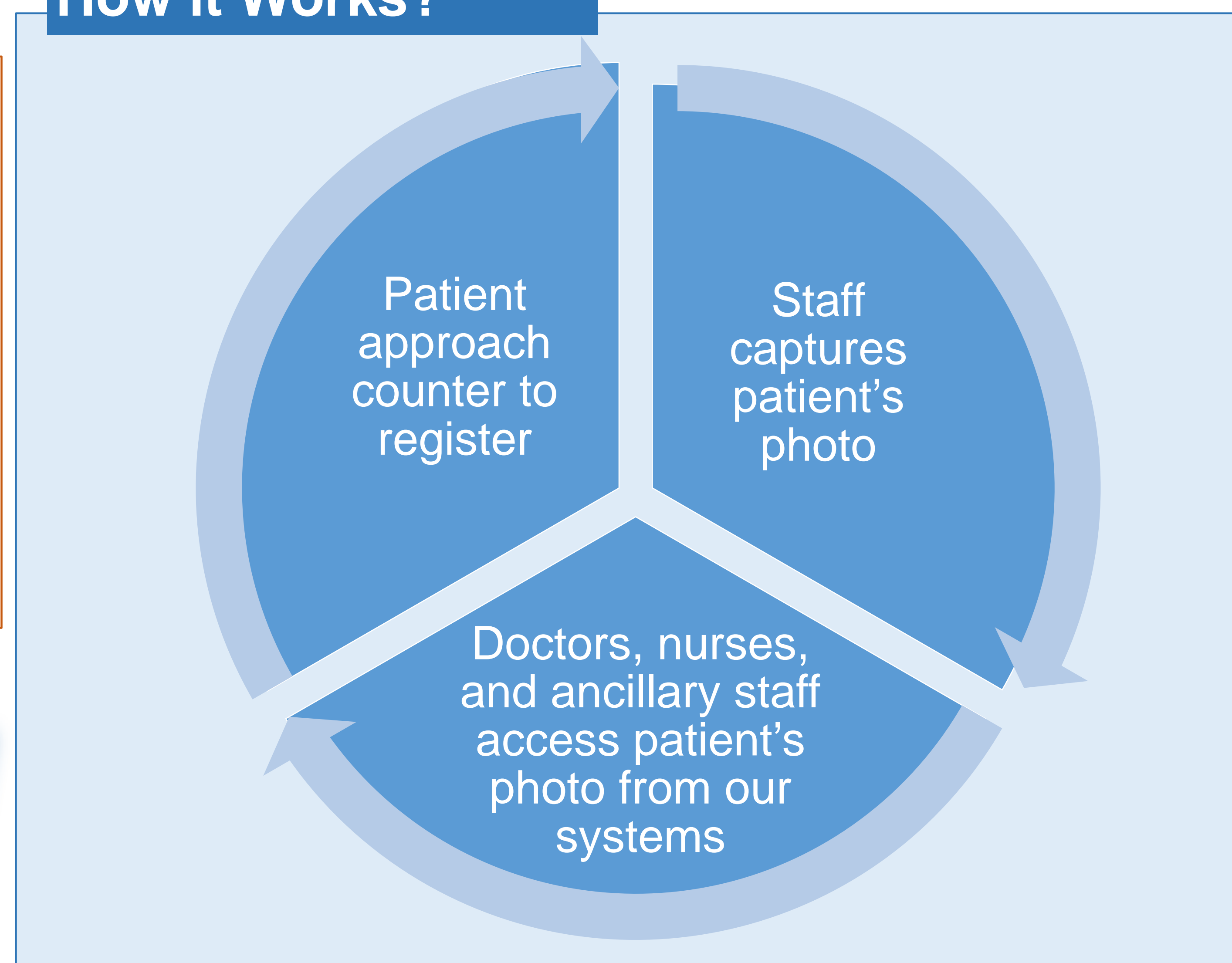
Have you updated your photo with us?

Approach our staff to find out more.

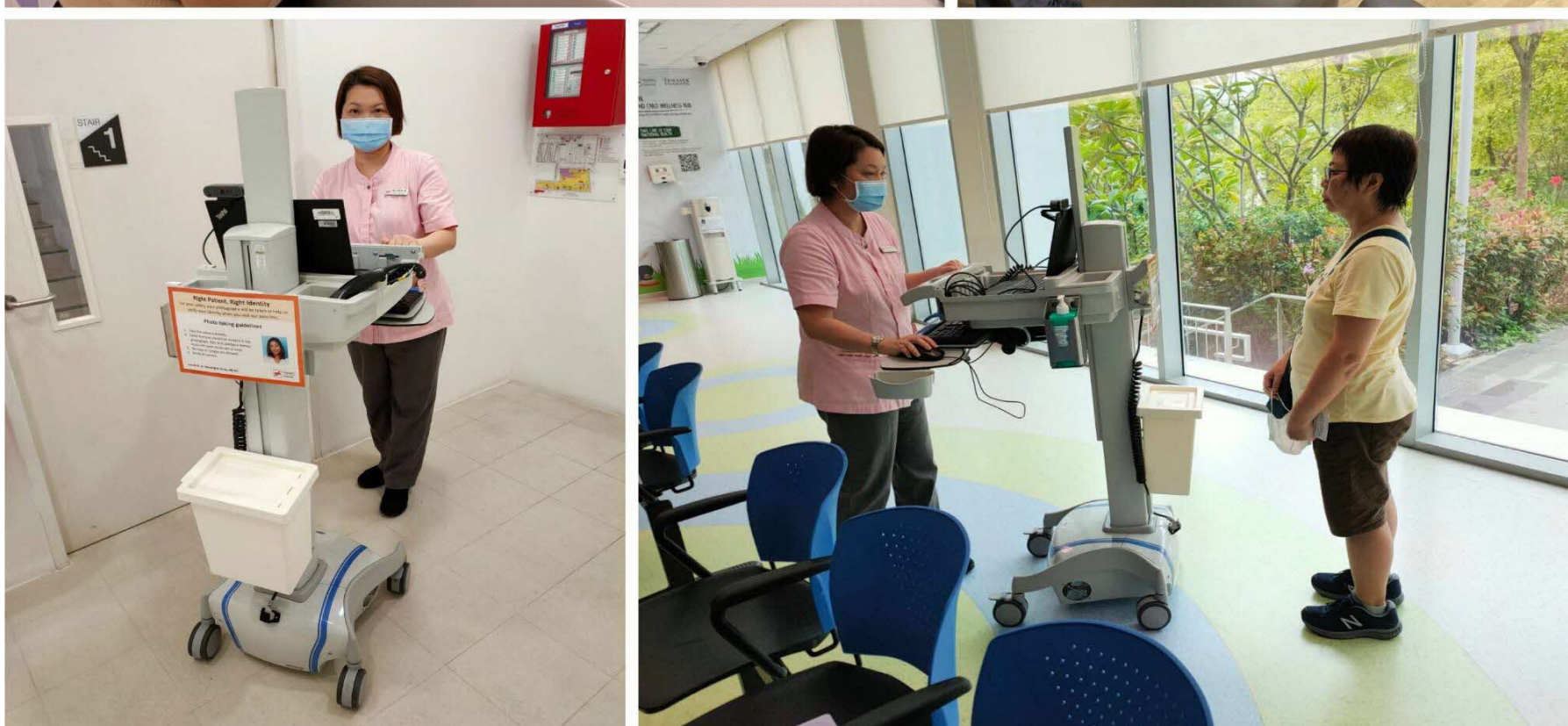
Right Patient, Right Identity
For your safety, your photographs will be taken to help us verify your identity when you visit our polyclinic.

PATIENTS. AT THE HEART OF ALL WE DO.

How it Works?



Staff's Feedback:
"...having patient's photo in our system improves patient's safety".



Results

- Close to **60,000** pictures were taken since the project was implemented in July 2020
- Patients were **Positive** and were **Willing** to have their photos taken for **Safety**

Conclusion

- 1st SingHealth Institution** to use patient's photo as a complementary means of patient identification to enhance patient safety
- System is **Scalable** to other SingHealth Institutions with potential to **Share** the photo ID database across cluster

Patient's Feedback:
"...it is a good initiative as it prevents our identity from being forged".



Sustainability

- Increasing photo ID database pave the way for SHP to tap on these photos for enabling **Facial Recognition** for future use cases
- The technology can be used for **Patient Registration, Contact Tracing, Crowd Density** and **Wait Time Monitoring**
- One step closer to **Transforming Care Delivery** for our patients

