



Singapore Healthcare Management 2023

STARK

**Self Triage and Registration Kiosk
(for Emergency Department patients)**



Changi General Hospital
SingHealth

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INTRODUCTION

Patient registration and triaging in the Emergency Department (ED) is manpower intensive, time consuming and is also limited by nursing manpower. These processes can actually be automated without compromising patient safety and confidentiality.

STARK consists of both self-registration and self-triage functions and can be utilized by ED patients of certain minor conditions (P3) and must be an existing patient of SingHealth.

STARK aims to:

- Reduce overall waiting time for consultation and improve our patient's experience.
- Improve the efficiency and productivity amongst staff for better resource allocation.

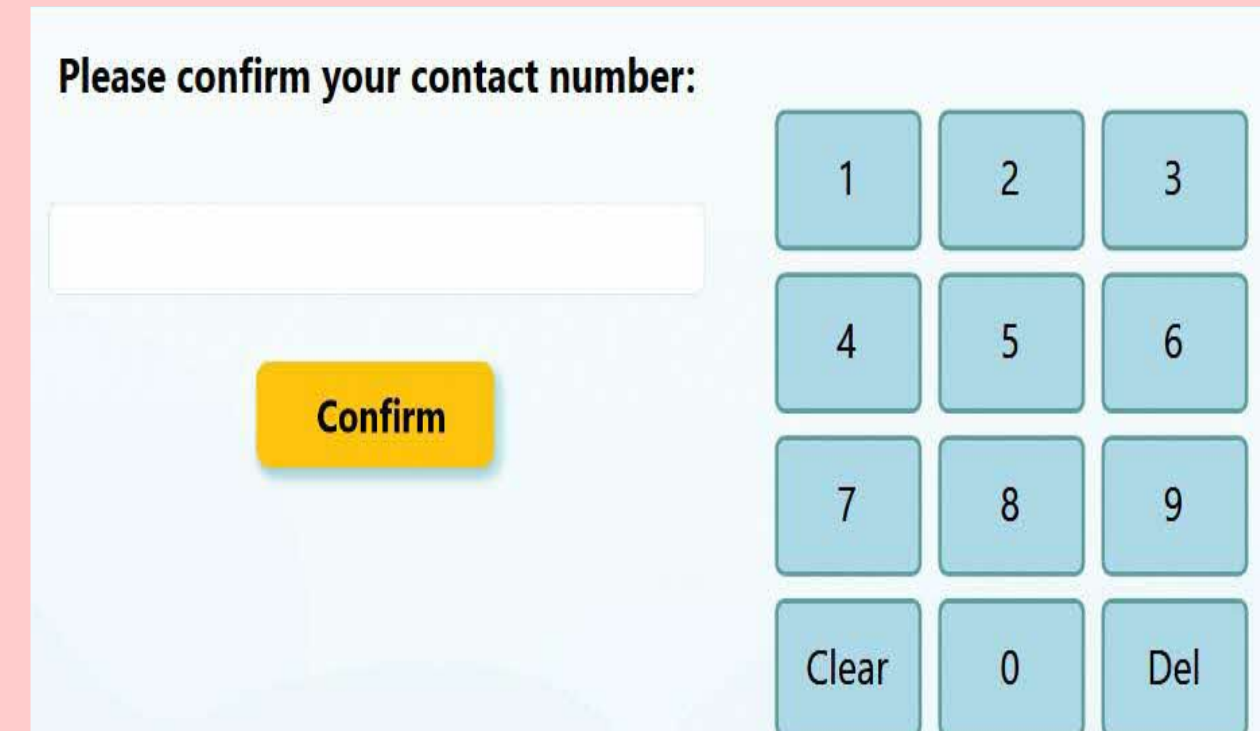
METHODOLOGY

Self-Registration

Scanning of Identification Document



Verifying Contact Details



RESULTS

Non-STARK patients:

Process:
 Arrival → Issued Queue Ticket → Registration → Triage

Estimated completion time: 47 mins

- Due to waiting time at various touch points

STARK patients:

Process:
 Arrival → STARK (self- registration + self- triage)

Estimated completion time: 3 mins

FEEDBACK:

- Staff satisfaction survey
- Short waiting time
- Very convenient

Total savings of **44 mins** per patient

Self-Triage

Patients are required to complete questionnaires related to their conditions which includes Fall Risk Assessment and the following vital signs measurement:

Temperature



SpO2

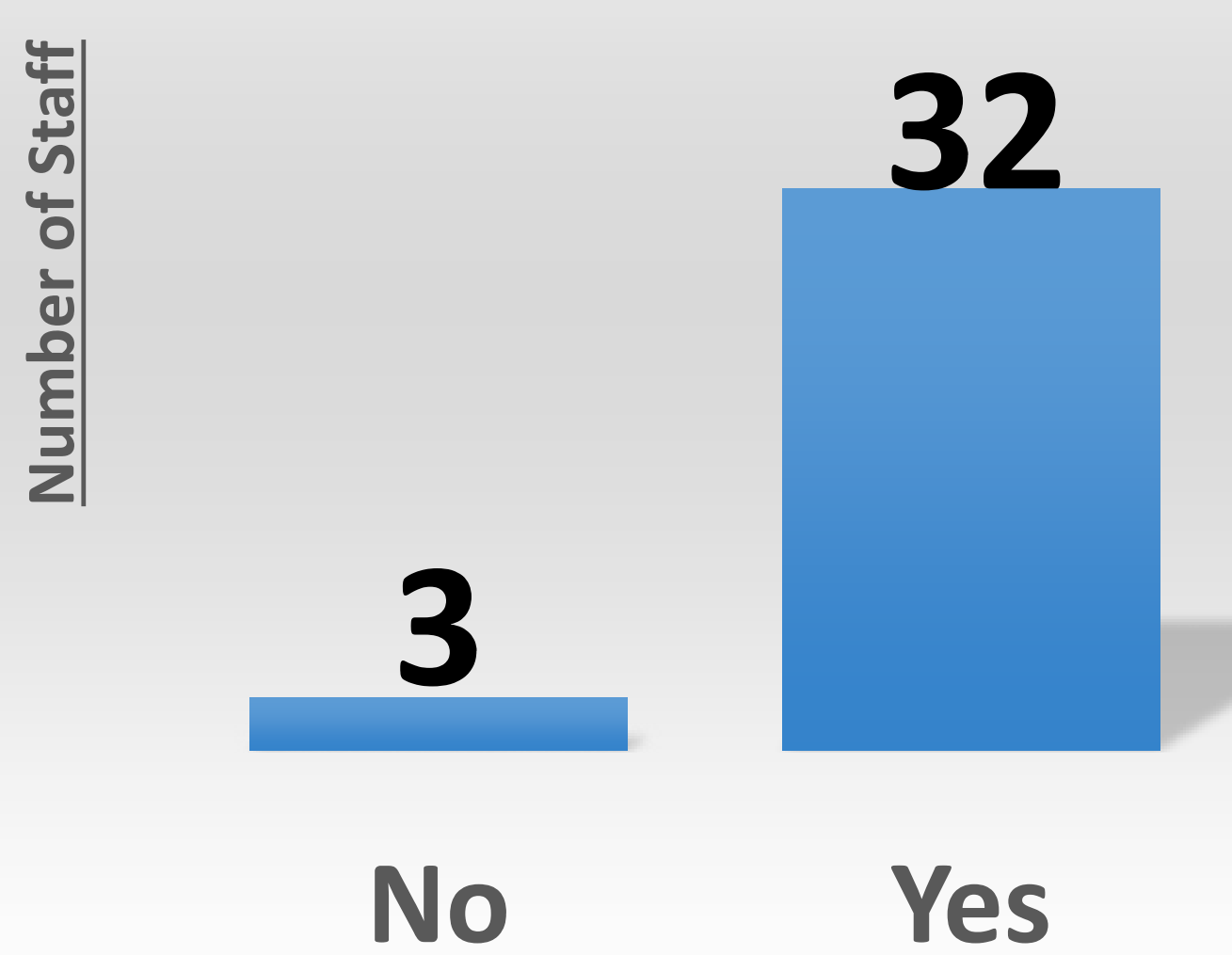


Blood Pressure



Should the patient complete the self triage successfully, they will be issued a Queue Ticket and will proceed to the P3 waiting area for consultation. However, if they do not fulfil the triage criteria, they will then proceed to undergo usual triage by the triage nurses.

Do you think STARK is useful?



How will you rate the usefulness of STARK?



CONCLUSION

We can transform healthcare with the help of modern technology, providing us with chances to enhance patient care and experience. Furthermore, by improving the productivity and efficiency of the ED staff, STARK might help with the problem of a manpower shortage.