



# Introducing Video Consultation Platform (VCP) Application

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## INTRODUCTION

The Video Consultation Platform (VCP) application **integrates the outpatient appointment system with Zoom to automatically schedule Zoom sessions** for outpatient Video Consultations (VC) and **communicate appointment details to patients.**

Implementation of VCP has introduced **changes to the work processes** impacting various staff groups, i.e., Doctors, Nurses, Allied Health, Administrative and Ancillary Team. Healthcare Providers can see and start their VCs seamlessly. Room assistants no longer need to schedule and email patients Zoom meeting details in advance. With VCP, at least 5 minutes is saved for every appointment which add up to 60 manhours monthly.

This project aimed to **engage all impacted staff through purposeful communication and a structured training plan**, with the objective to prepare staff for change, increase system adoption rate, and minimise risk of VC service disruptions during implementation.

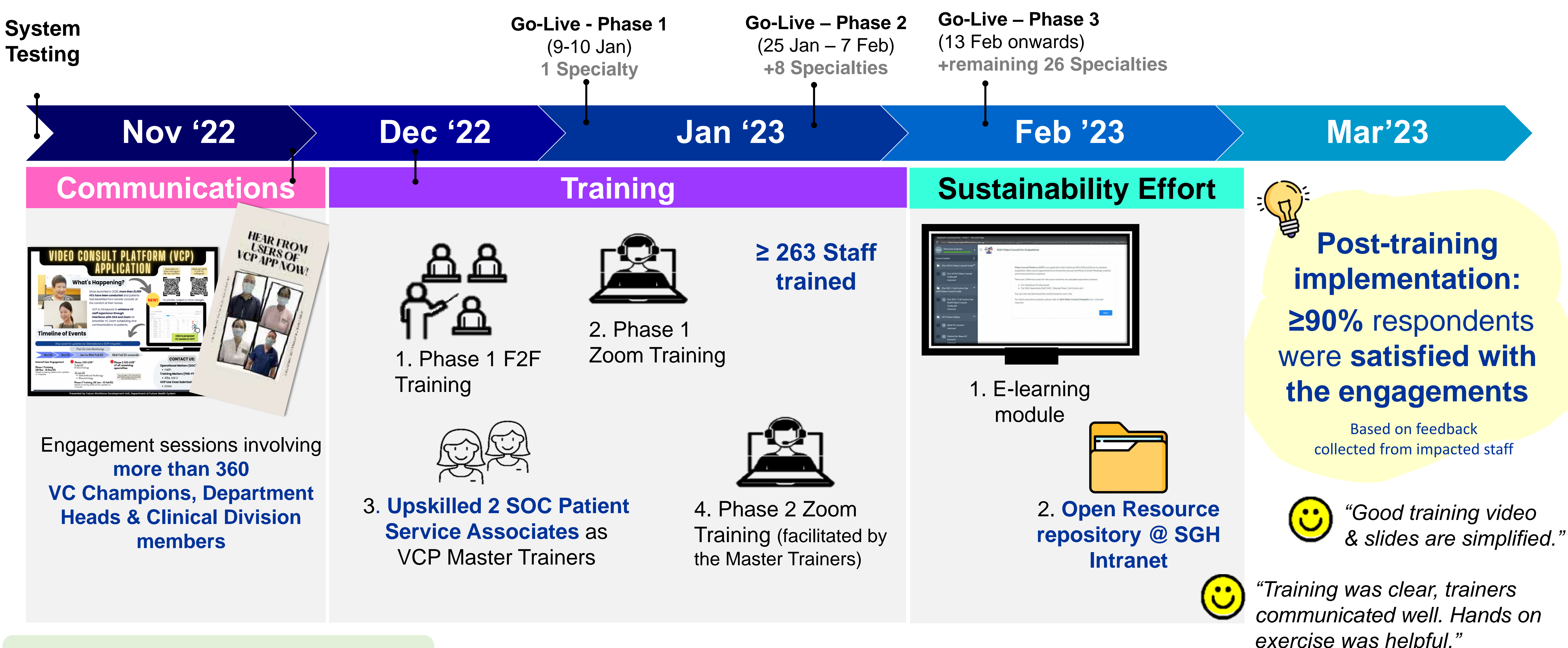
## METHODOLOGY

The following approach was taken to plan the staff communication and training.

- 1 Customised communication & training activities** for each staff group, with the timeline aligned with VCP implementation plan
- 2 Leveraged network** of VC Champions, Division Chairs, Department Heads, and Operations In-Charge to raise awareness
- 3 Adopted a phased model of system implementation** to allow sufficient time for staff to adopt and adapt to changes
- 4 Established communication network** to facilitate quick update and escalation of operational issues for rapid troubleshooting during go-live

## IMPLEMENTATION & RESULTS

Calendar of activities for the staff communication and training for VCP is depicted below.



## CONCLUSION

VCP is a digital initiative to improve the delivery of Telemedicine services. To ensure **successful system implementation with high adoption rate**, a **purposeful staff engagement plan is critical** to familiarise and enable staff throughout the journey. By making staff engagement an integral part of the change, the project has received strong commitment from staff, demonstrating their readiness to support digital transformation.