

Automation, IT and Robotics Innovation (AIR): FormSG x Stripe Payment Integration

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Summary

The implementation of FormSG x Stripe Payment significantly alleviated administrative burdens in IMH by digitalising and automating payment processes, improving efficiency for staff and convenience for patients across multiple facilities in IMH.

Problem and Background

Previously, patients had to physically make payments, causing inconvenience and long wait times. This system burdened administrative staff with manual payment processing, leading to errors and inefficient resource allocation. It also offered limited payment options and caused delays in financial reconciliation. This outdated approach was a significant pain point in an otherwise modernising healthcare landscape, creating frustration for both patients and staff and highlighting the urgent need for a more efficient, user-friendly, and digital payment solution.

Solution

The solution implemented was an integrated digital payment system combining FormSG and Stripe. This system allowed patients to make payments online using various methods including credit cards, PayNow, Apple Pay, and Google Pay. The solution featured real-time payment tracking. It was designed with a user-friendly interface for patients and comprehensive backend management tools for staff.

Outcome

1. Enhanced Patient Experience
 - Remote online payments enabled
 - Significant reduction in payment processing time
 - Improved convenience and accessibility
2. Operational Efficiency
 - 0.3 FTE time saved in administrative staff hours
 - Streamlined payment processing
 - Reduced manual errors in payment handling
3. Financial Impact
 - Reduced operational costs
 - Minimal infrastructure investment required
 - Pay-as-you-go model ensuring financial scalability
4. Adoption and Scale-up
 - Successfully implemented for MRO medical report application fee payments
 - Proof of concept conducted in Education Office (2023)
 - Full implementation in MRO (November 2024)



IMH Medical Report Application

🕒 15 mins estimated time to complete

Instructions

1. The following types of medical reports are available for online application:

- Ordinary Medical Report
- Specialist Medical Report (Simple)
- Specialist Medical Report (Complex)

The medical reports will be written based on the patient's clinical information. Our Doctor will review the application and determine if an assessment is needed. If assessment is needed, a Specialist Medical Report

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