Project Title

Clearing Misconception on Available Car Park Facility in SGH Campus

Project Lead and Members

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Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Patient Liaison Service

Aims

- Consolidate the available information in SGH website into a one-page leaflet for easier reference
- Create awareness on the availability of car park spaces in SGH Campus
- Easy reference to advise patients and visitors should they raise the concern of difficulties finding car park when visiting SGH
- Update on the car park information within SGH Campus, including the latest SGH building, number of car park lots and the postal code for drivers using Global Positioning System (GPS)

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project (Communications Category)

Project Category

Care & Process Redesign, Build Environment, Wayfinding

Keywords

Car Park, Global Positioning System

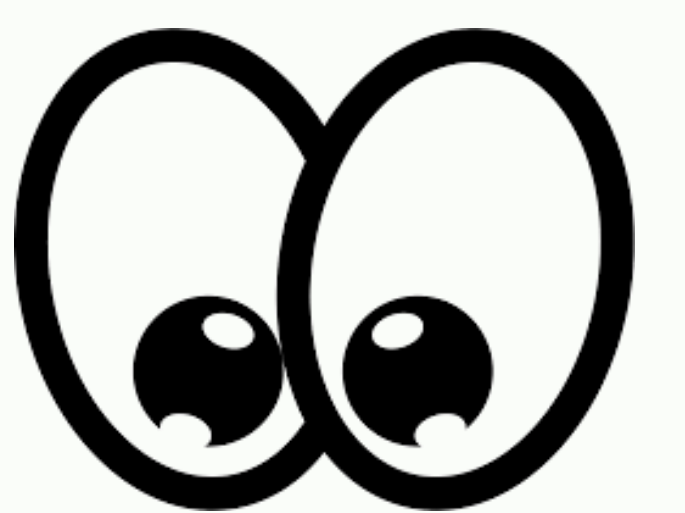## Name and Email of Project Contact Person(s)

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SGH CAMPUS CARPARK AT ONE GLANCE
Clearing Misconception On Available Car Park Facility In SGH Campus

**Singapore Healthcare Management 2021**

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INTRODUCTION

Patient Liaison Service (PLS) department in SGH has been working closely with many stakeholders to offer assistance for appointments making, medical appointments' enquiry, visitors' enquiry as well as coordinating evacuation and repatriation process.

Some of the stakeholders have shared that finding a car park lot in SGH Campus is challenging. A sharing from a clinical department that a surgery booking was cancelled due to the NOK (next of kin) not able to park his car. The team decided to review the car park information available for SGH Campus as this issue is affecting the decision to choose SGH as their preferred Health Institution for medical treatment.

OBJECTIVE
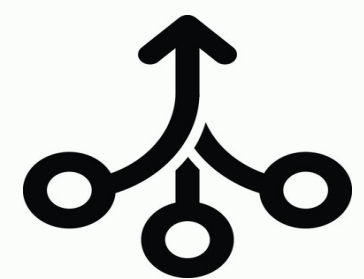
Consolidate the available information in SGH website into a one-page leaflet for easier reference

Create awareness on the availability of car park spaces in SGH Campus

Easy reference to advise patients and visitors should they raise the concern of difficulties finding car park when visiting SGH

Update on the car park information within SGH Campus, including the latest SCH building, number of car park lots and the postal code for drivers using Global Positioning System (GPS).

METHODOLOGY

Available information on SGH Campus Car Park has been consolidated and translated to a one-page leaflet to provide an overview of the following information.

Access all car park information in the webpage

Brainstorm for suitable format to present this information

Consolidate the information into one-page for easy reference

Disseminate the information with all stakeholders (Admission office, Ambulatory Centres , Call centre , General Service , SOCs and other institutions @ SGH Campus)

Engaged stakeholders for feedback

Feedback collated from stakeholders

Go with the trend to create a QR code for quick storage of these information in the mobile

RESULTS

Created awareness on the availability of car park spaces around SGH Campus and introduced the newest addition to SGH Campus, SingHealth Community Hospital to members of public.

Created a convenient one-page leaflet that summarizes the location, number of car park spaces available in SGH Campus along with its operating hour and charge and postal code for easy reference for drivers.

With the provided information, patients and visitors are aware of the nearest car park to their clinic for their appointments, reducing uncertainty, frustration and dwell time. This leads to enhance patient's journey in SGH.

QR code created for easy reference and access to these information online.

Key features:
The leaflet can be access online in SGH website with printable option for offline convenience.
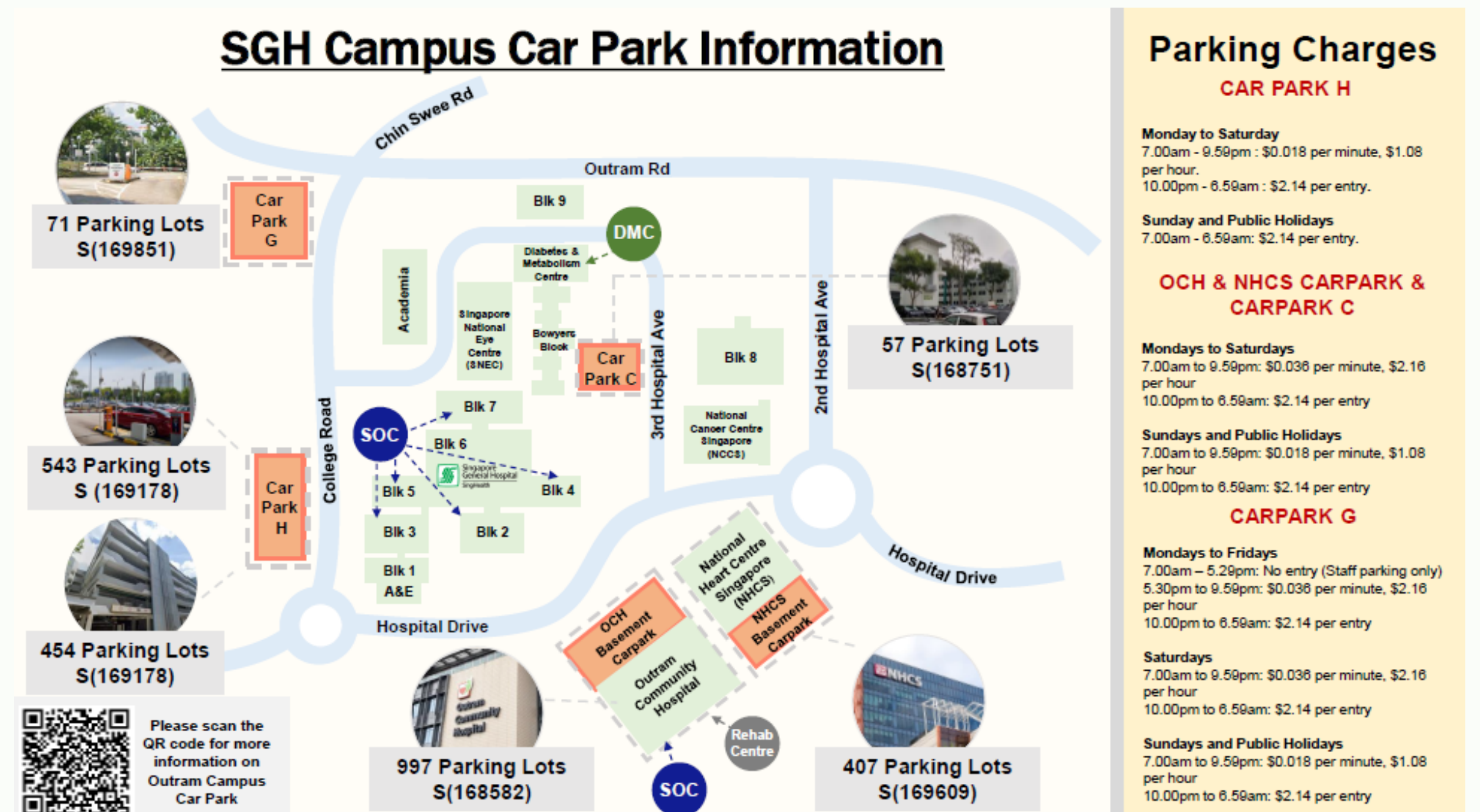

Fig 1: Completed Car Park Leaflet

CONCLUSION & SUBSTAINABILITY

The provision of a one-page car park information enhance communication to all stakeholders on the information of the car park lots in the SGH Campus. It enables patient to arrange for their transportation conveniently and the access to SGH is no longer a challenge. This will improve perception on the limitation of the car park lots as there are more than 2500 lots available within the campus. The information is also aligned with SGH webpage and has been shared with relevant stakeholders.

Additionally, many patients and stakeholders had expressed positive review on this initiative and the team will continue to update when new buildings are ready in 2022 -2023.

Singapore General Hospital SingHealth