

### **Project Title**

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### **Project Lead and Members**

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### **Organisation(s) Involved**

Singapore General Hospital

### **Healthcare Family Group(s) Involved in this Project**

Healthcare Administration

### **Applicable Specialty or Discipline**

Healthcare Administration

### **Aims**

- To reduce the number of LOIs printed for patients referred to Department of Endocrinology from MINDEF MCC
- To create a sustainable digital workflow

### **Background**

See poster appended/ below

### **Methods**

See poster appended/ below

### **Results**

See poster appended/ below

**Conclusion**

See poster appended/ below

**Project Category**

Technology

Digitalisation, Automation

**Keywords**

Sustainable Digital Workflow, Reduced Paper Wastage, Carbon Footprint

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# Singapore Healthcare Management 2023

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## BACKGROUND

- Pre-enlistees referred for specialist consultation will be given a Letter of Identity (LOI) with specific appointment date and time stated
- With each change of appointment, a new LOI must be issued
- MINDEF Medical Classification Centre (MCC) will email LOIs and Referral Letters of pre-enlistees with upcoming appointments to a central team at SGH
- All documents are printed and stored in a physical file near the registration counter
- Clinic staff retrieve the documents on day of consultation - Referral Letters are passed to specialist and archived by Medical Records Office, whereas LOIs are submitted to Patient Financial Services (PFS)
- No-show and appointment cancellation rate for this group of patients is 68.8%, resulting in paper wastage

## AIM

- To reduce the number of LOIs printed for patients referred to Department of Endocrinology from MINDEF MCC
- To create a sustainable digital workflow

## METHODOLOGY

- Reviewed documentation flow for pre-enlistees, noted high no show resulting in a lot of papers being printed and shredded
- Team explored with PFS to share documents digitally
- Created a Shared Folder to save all documents
- PFS and clinic-in-charge can retrieve them whenever required

### BEFORE

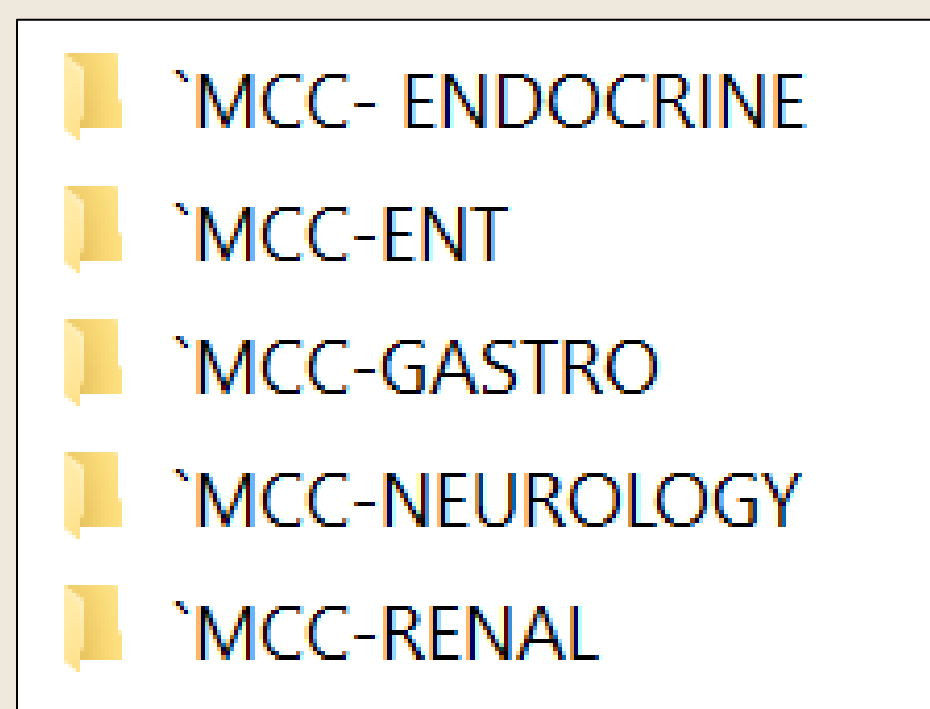
- All LOIs are printed and stored in a clinic file
- After consult, clinic staff retrieves LOI from file and submits with invoice to PFS via internal mail
- PFS staff receive LOIs and process accordingly

### AFTER

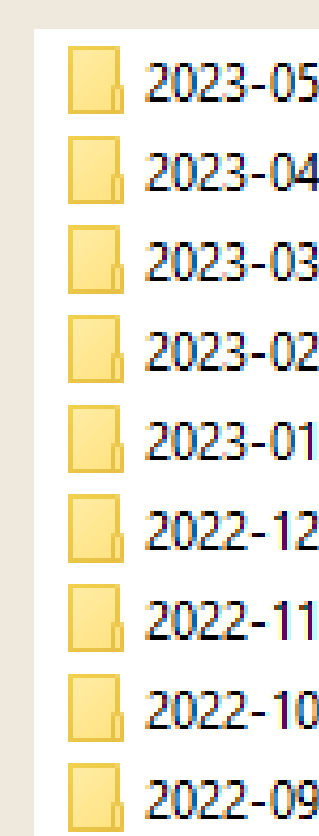
- All LOIs are saved in a Shared Folder according to department and appointment duration
- PFS staff obtains LOI from Shared Folder directly

#### Documents organised in the Shared Folder

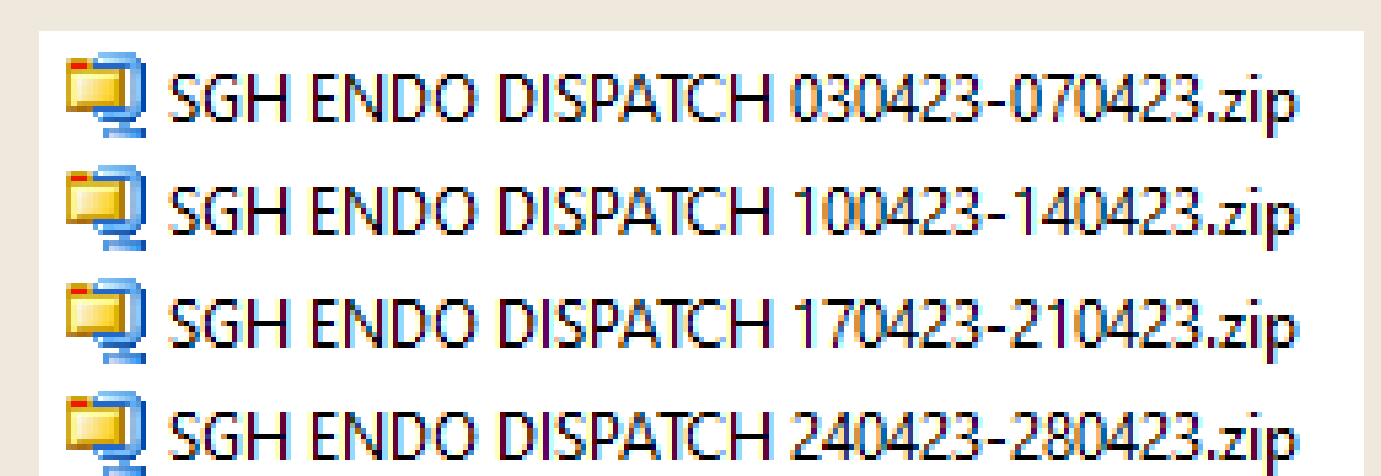
(1) According to different departments



(2) According to appointment months



(3) According to appointment weeks



## RESULTS

Savings per month



**\$63**  
of printing

Reduced paper wastage and printing cost  
**Saved 108 printouts every month**



**300 mins**  
of walking

Eliminated need to walk to and from mail room



**324 mins**  
of searching

Reduced time spent printing, filing, searching for and shredding LOIs

## CONCLUSION

- With the implementation of the Shared Folder, there are savings in the amount of paper and toner used
- Resources to deliver the documents internally can be **diverted to more value adding tasks**
- This is a sustainable workflow as it reduces unnecessary waste and can be scaled up to other departments
- Every little step can help to minimise carbon footprints

