

## **Project Title**

Patient Experience (PX) Financial Assistance Anytime, Anywhere

## **Project Lead and Members**

Project lead: Ms Jojo Yang Bin

Project members:

## **Organisation(s) Involved**

Singapore General Hospital

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

Healthcare Administration

## **Applicable Specialty or Discipline**

Healthcare Administrators

## **Project Period**

Start date: 4 Dec 2023

Completed date: 29 Feb 2024

## **Aims**

PX aims to be a self-help digital platform to change traditional work process where patients need to meet MSWs physically for financial assistance.

## **Background**

See poster appended/below

## **Methods**

See poster appended/below

## **Results**

From 4 Dec 2023 to 29 Feb 2024, out of 257 patients, who submitted their financial application requests via PX, 174 requests are for financial renewal while 83 are new financial assistance requests.

## **Conclusion**

See poster appended/below

## **Project Category**

Technology

Digitalisation, Digital Platforms

## **Keywords**

Medical Social Workers, Traditional work, Financial Application, Flexibility, Time management

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

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# Patient Experience (PX)

## Financial Assistance Anytime, Anywhere

PX as a self-help digital platform, has changed the traditional work process where patients need to meet MSWs physically for financial assistance.

PX has enabled patients to self-manage their financial application at their convenience anywhere and anytime without having to call and get an physical appointment which can be frustrating.

MSWs are also able to exercise greater flexibility in time management of their cases as they could attend to the assistance requests anytime without having to be confined to a physical appointment with patients. This has also allowed opportunities for us to upskill our support staff to support the remote assessment of financial applications.

### Outcome

From 4 Dec 2023 to 29 Feb 2024, out of 257 patients, who submitted their financial application requests via PX, 174 requests are for financial renewal while 83 are new financial assistance requests.

Apply for Financial Assistance online

If you are looking to apply or renew your Financial Assistance for your medical bills, you can now do it online!

Scan the QR code below to begin:

We may contact you for more information after submission. Otherwise, please turn up for your appointment as scheduled.

Time Period	Total number of unique patients applying for financial assistance	Number of unique patients applying financial assistance via PX	Percentage of PX utilisation
4 Dec to 31 Dec 2023	636	27	4%
1 Jan to 31 Jan 2024	707	123	17%
1 Feb to 29 Feb 2024	638	107	16.8%

Time Period	Total number of unique PX applications	Renewal cases	New cases
4 Dec to 31 Dec 2023	27	13	14
1 Jan to 31 Jan 2024	123	80	43
1 Feb to 29 Feb 2024	107	81	26
<b>Total</b>	<b>257</b>	<b>174</b>	<b>83</b>