

## **Project Title**

Pharmacy Smart Interface System (PharmaSIS)

## **Project Lead and Members**

Project lead: Delicia Ngui Sui Yun

Project members: Priyanka Rai, Choy Carlyne, Chin Wenying, Vernon Chen Yi Liang,  
Karen Hay Kai Xin, Smartrx Vendors

## **Organisation(s) Involved**

Changi General Hospital

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

Allied Health, Pharmacy

## **Applicable Specialty or Discipline**

General Medicine, Nutrition & Dietetics, Pharmacology

## **Project Period**

Start date: Not indicated

Completed date: Not indicated

## **Aims**

Revolutionizing outpatient care with an innovative vending machine solution, offering both Pharmacy-Only Medications (PMEDs) and over-the-counter remedies (GSL) to conveniently address minor ailments.

## **Background**

See poster appended/below

## **Methods**

See poster appended/below

## **Results**

See poster appended/below

## **Conclusion**

See poster appended/below

## **Project Category**

Technology

Digital Health, Assistive Technology, Digitalisation, Telehealth, Automation, Tele-consultation

Care & Process Redesign

Access to care, Productivity, Quality Improvement, Waiting Time, Job Effectiveness, Time Saving

## **Keywords**

Vending Machine, GSL items, Pharmacist, P-Meds,

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

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# PHARMACY SMART INTERFACE SYSTEM (PHARMASIS)

TEAM MEMBERS: DELICIA NGUI SUI YUN, PRIYANKA RAI, CHOY CARLYNNE, CHIN WENYING, VERNON CHEN YI LIANG, KARENHAY KAI XIN, SMARTRX VENDORS

Revolutionizing outpatient care with an innovative vending machine solution, offering both Pharmacy -Only Medications (PMEDs) and over-the-counter remedies (GSL) to conveniently address minor ailments.

## PROBLEM & SOLUTION SUMMARY



First vending machine approved by HSA to supply P-meds.

Patients may browse a range of P-meds and GSL items.

A teleconsultation session will be held remotely to allow pharmacist on duty to assess the suitability of medications and approve sales of P-Meds.

Payment may be made via cashless means (NETS, Visa, etc).

Cameras placed in strategic areas in the machine allow the pharmacist to verify medications remotely before approving collection.

Developed safety feature whereby pharmacist can intervene collection of items by clearing it to the 'uncollected medications' compartment.



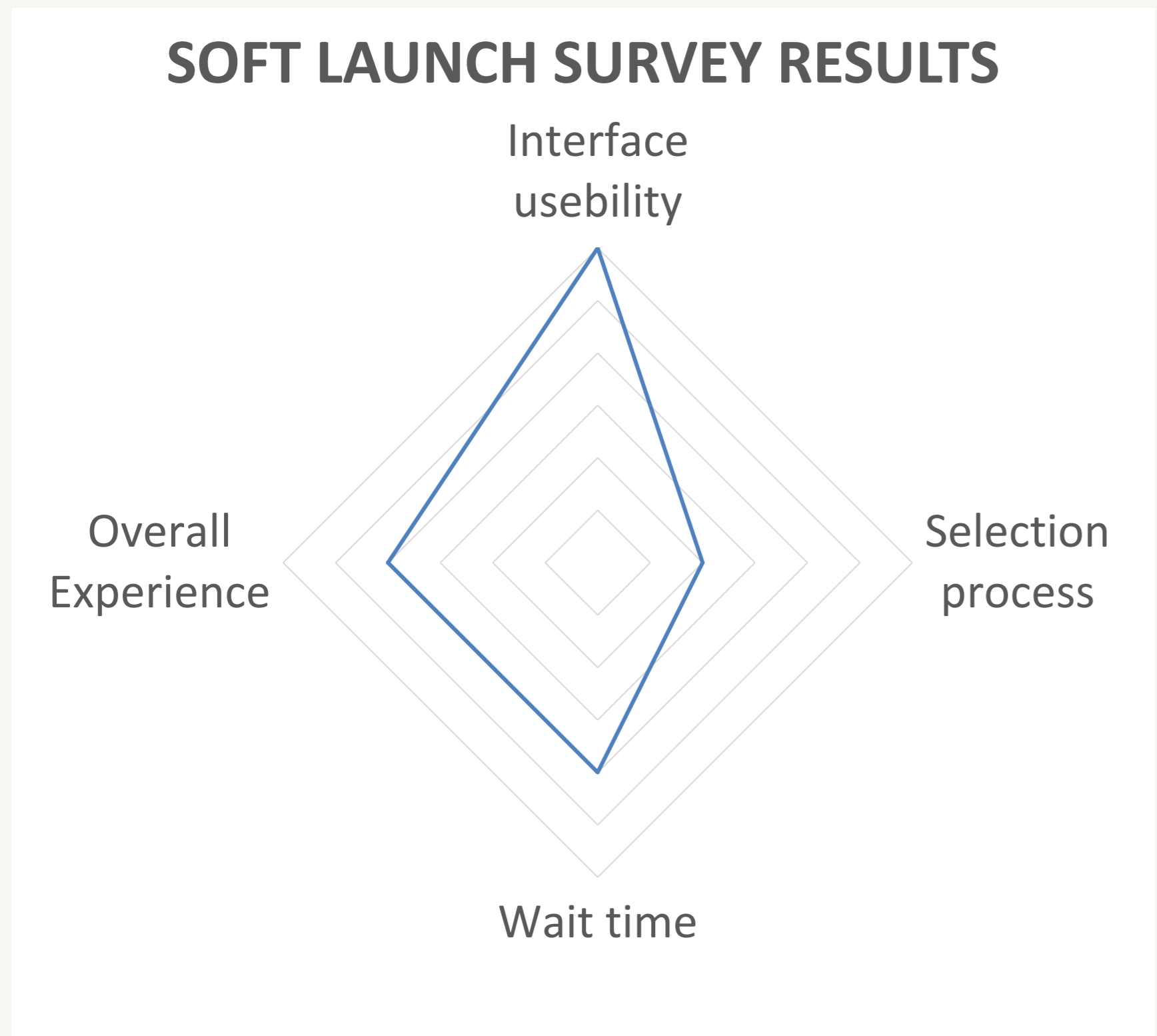
## OUTCOMES

- Patient-focused
- Healthcare provider-focused

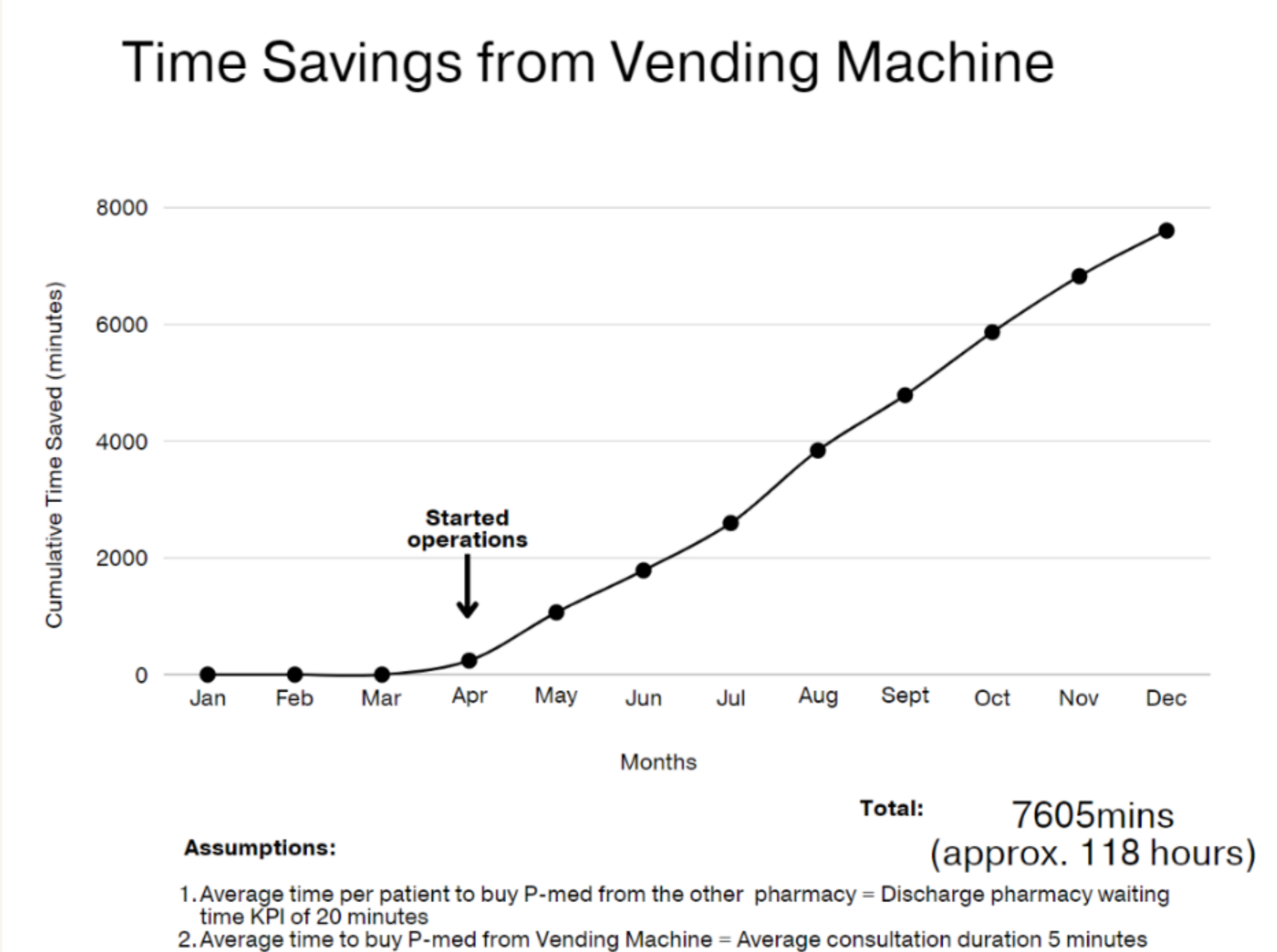
ENHANCED ACCESSIBILITY & IMPROVED CONVENIENCE

REDUCED WAITING TIME

REDUCED WORKLOAD FOR HEALTHCARE PROFESSIONALS



Satisfaction survey results on different aspects of usage of PharmaSIS out of score of 5, Jan-Oct 2023



## FUTURE SCALE-UP



Extended service hours

Upon expansion of services, we aim to allow services to run round the clock to cater to a wider community



Expanding use towards Healthier Sg

Plans to utilise dispensing abilities to complement Smoking Cessation efforts by dispensing Nicotine Replacement items coupled with counselling by Pharmacist.

