

## **Project Title**

Paperless Specialists' Directory for GP Partners

## **Project Lead and Members**

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## **Organisation(s) Involved**

Singapore General Hospital

## **Aims**

- Conveniently send eDirectory to GPs by email
- Easy access to specialist's information and appointment booking contact by scanning provided QR code
- Easily updatable directory to reflect changes in SGH medical team
- Quick access to specialist's name and sub-specialty without having to navigate into SGH's website

## **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 – 1<sup>st</sup> Prize  
(Communications Category)

## Project Category

Automation, IT and Robotics

## Keywords

Automation, IT and Robotics, Process Improvement, Cost Effectiveness, General Practitioner, Healthcare Administration Singapore General Hospital, Finance, Specialists' Directory, eDirectory, Patient Liaison Service

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**Singapore Healthcare Management 2021**

# Paperless Specialists' Directory for GP Partners

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## Introduction

Historically, hard copy specialists' directory was distributed to all GP clinics. However, this initiative has been discontinued as it was not environmental friendly and not cost effective. There was also a need to reprint updates whenever there was a movement of SGH specialist team.

## Findings

During GP Clinics' visitation and tele-calling to 1700 GP clinics in Singapore, we received feedback from GPs who requested for a specialist directory listing for their easy reference when they need to recommend a specialist referral.

## Objective

-  Conveniently send eDirectory to GPs by email
-  Easy access to specialist's information and appointment booking contact by scanning provided QR code
-  Easily updatable to reflect changes in SGH medical team
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## Methodology

Reached out to each individual clinical departments' HOD to propose our idea and seek support from each department's representative

Tap onto technology to create an eDirectory enhanced with QR code

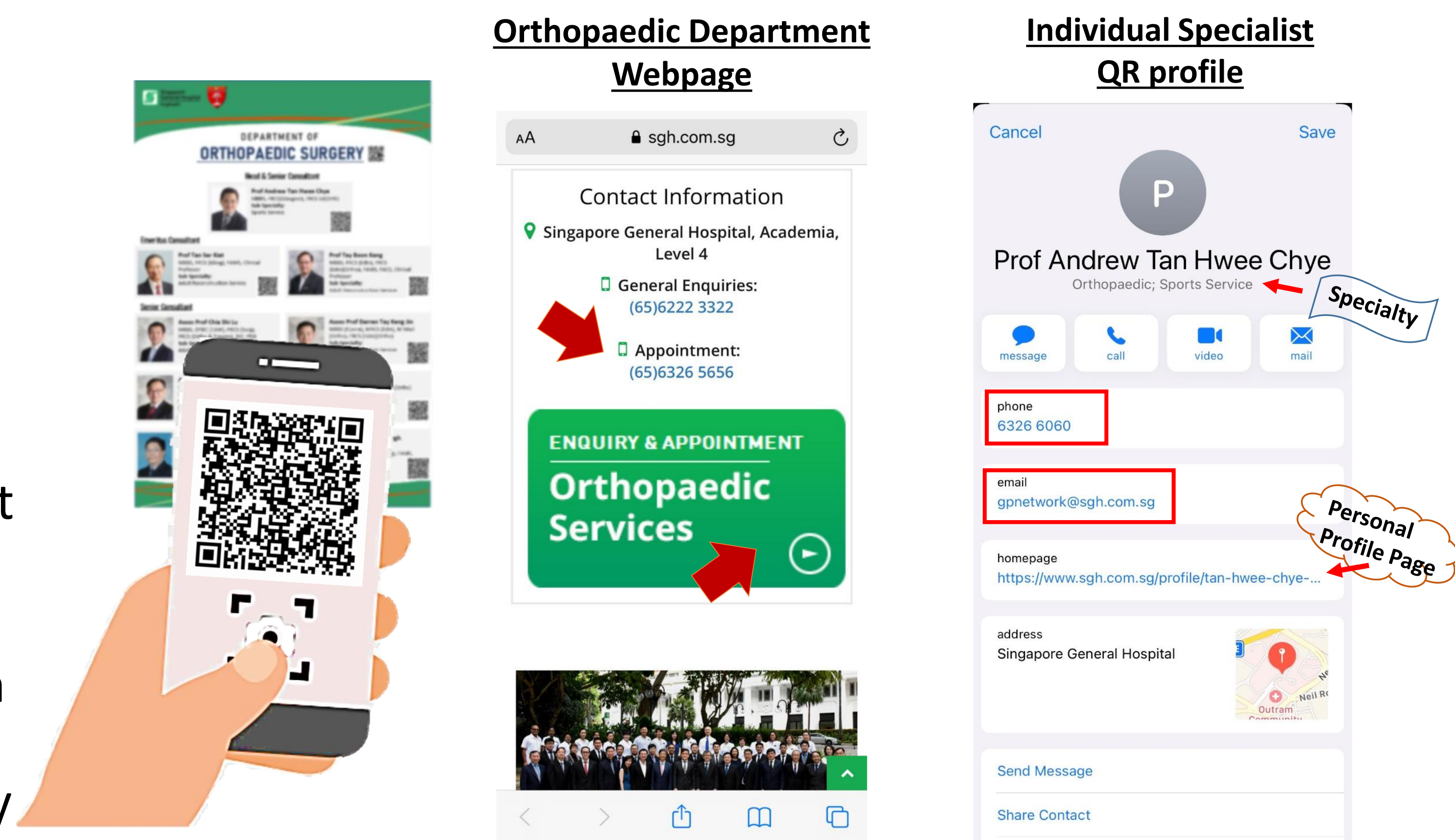
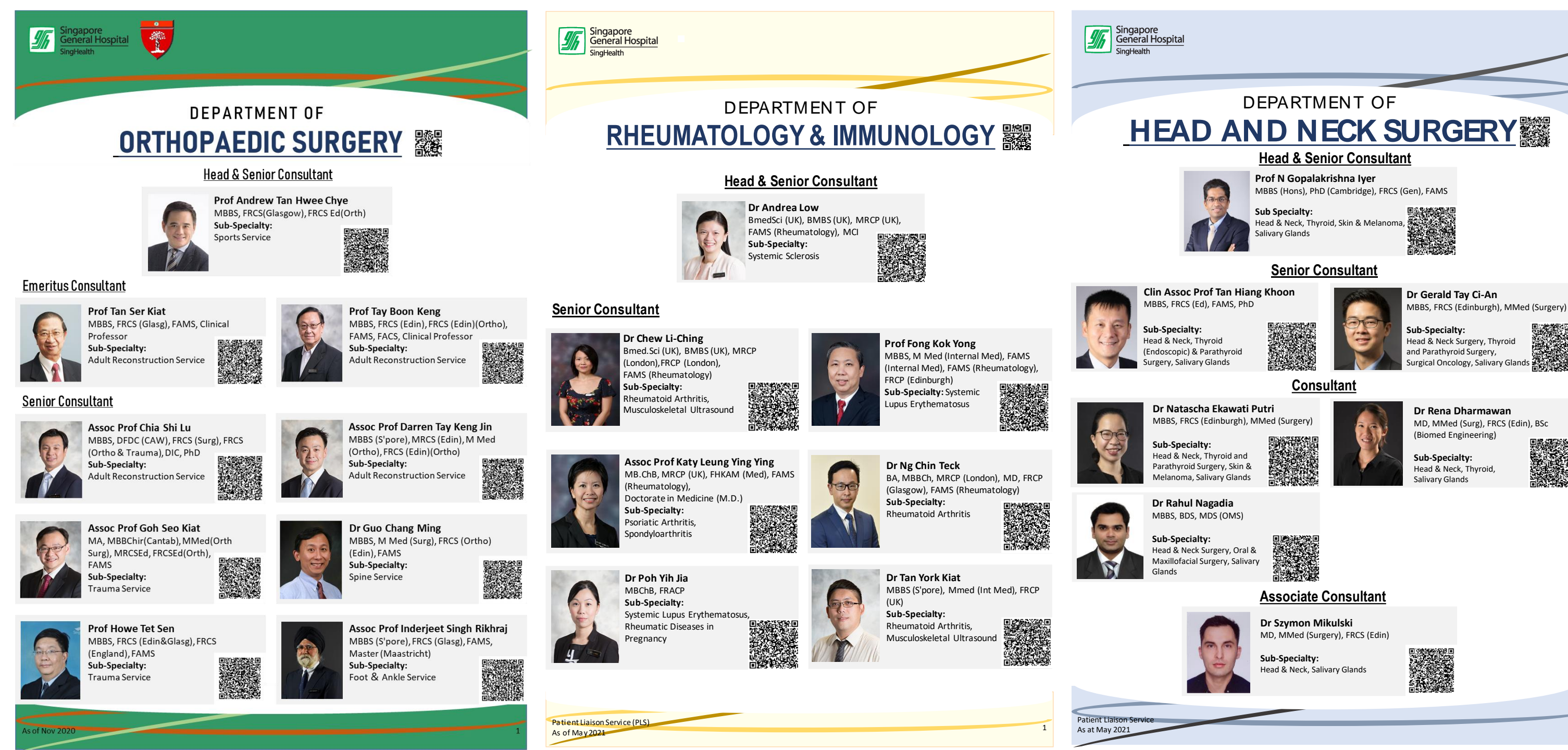
Included individual specialist's QR code that links directly to doctor's contact card, sub-specialty, appointment hotline and email, online biography link and location of SGH

Included individual department's QR code which links directly to the particular department website

eDirectory will be updated biannually

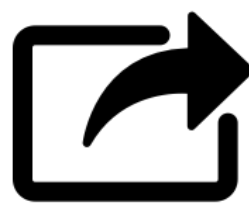





Collaborate with SGH Postgraduate Medical Institute (PGMI) to blast out during GP events & synergy to topics of GPCME webinars

## eDirectory Samples



SCAN QR CODE

## Result & Sustainability

-  A process has been implemented to disseminate respective clinical departments eDirectory to GP clinics who has attended the GPCME webinar.
-  Able to duplicate and do minor information revision for other stakeholders who requests for a list of specialist directory.
-  About 60% of the GP clinics had responded to our survey via an email blast that they prefer to receive a specialist eDirectory.
-  Biannual update of the specialist eDirectory as part of the routine task by Patient Liaison Service GP Team.
-  Cost effective & low budget – no big overhead cost & GP clinics can choose to print or view electronically.
-  Each specialist eDirectory is sorted by individual clinical departments for easy reference.

## Conclusion

With the feedback from GP clinics, we are able to review and improve our processes to better support our them. Hence, feedback received is very important for improvement!