

## **Project Title**

Medication Order via Health Buddy

## **Project Lead and Members**

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- Tan Li Shan (SOC)
- You Chengkun (SOC)

## **Organisation(s) Involved**

Changi General Hospital

## **Aims**

Eliminate the need to call patients, reduce manpower reliance on other departments, optimize resources and increase awareness of Health Buddy for medication orders.

## **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 – Merit Award  
(Operations Category)

**Project Category**

Care & Process Redesign

**Keywords**

Care & Process Redesign, Workflow Redesign, Mobile Health, Turnaround Time, Pharmacy, Specialist Outpatient Clinics, Changi General Hospital, Health Buddy, Medication Order, Medication Delivery, Manpower Savings, Circuit Breaker

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**Singapore Healthcare Management 2021**

# MEDICATION ORDER VIA HEALTHBUDDY

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## Introduction

1. During Circuit Breaker (CB), the outpatient clinic services were limited to essential services only
2. Appointments were rescheduled and Medication delivery became the preferred choice
3. Prescription (Rx) extensions increased by 150%
4. Pharmacy to call patients upon receiving Rx from the clinics for medication orders and delivery details

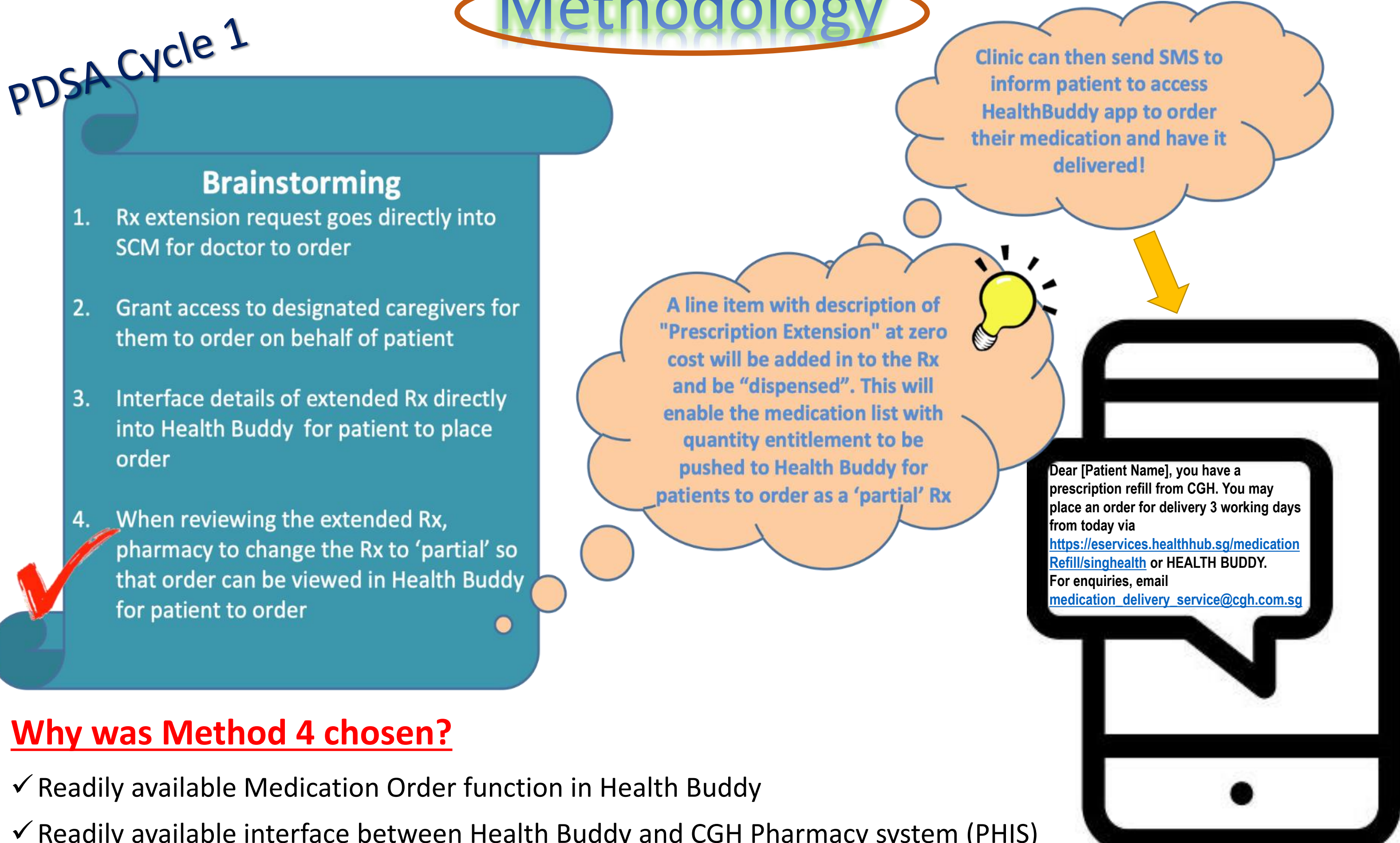
## Problem Statement

- Phone call was manpower intensive with the need to maintain ideal turnaround time
- a. Each phone call took an average 10mins
  - b. Total 13 staff allocated from various departments

## Objectives

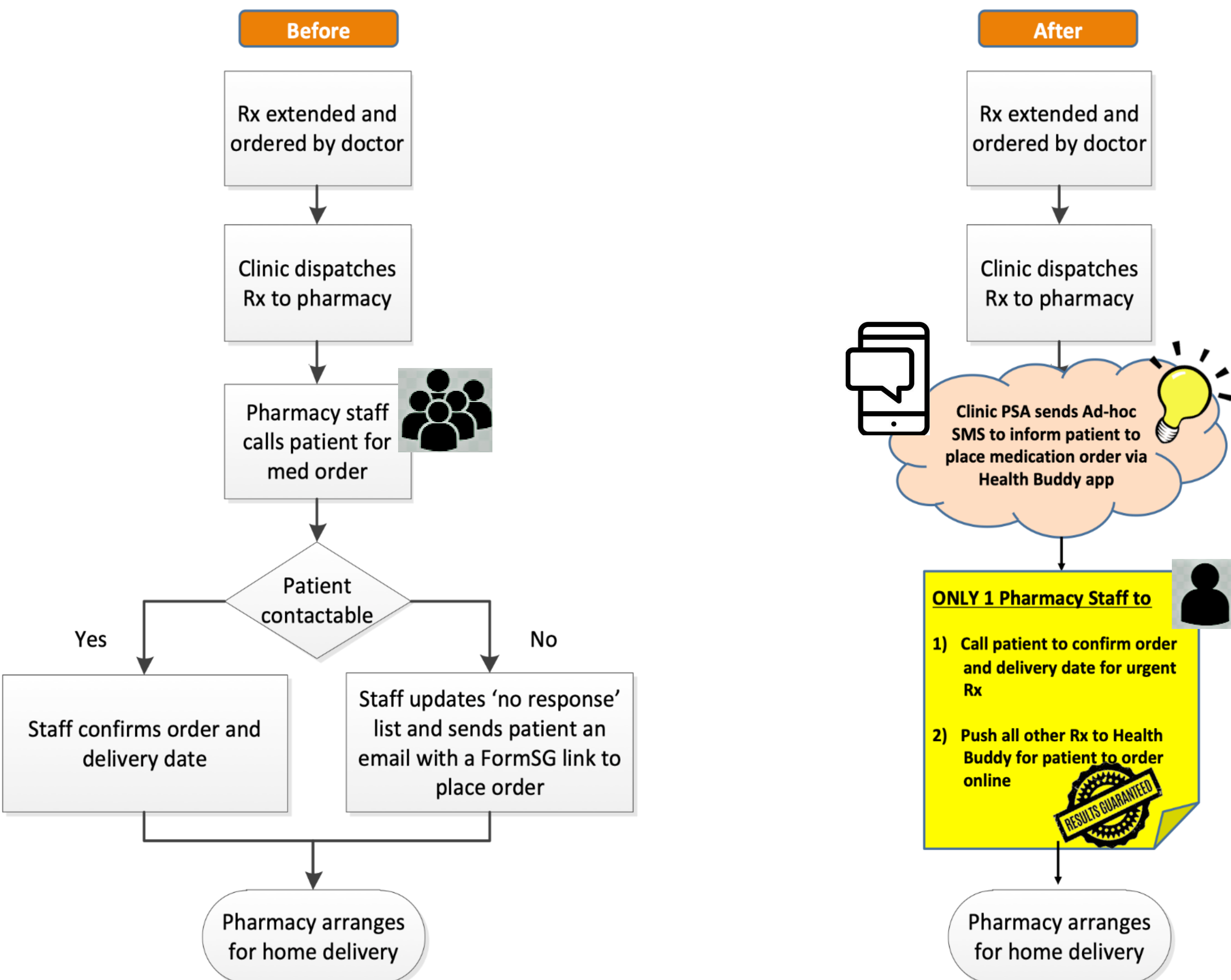
- Eliminate the need to call patients
- Reduce manpower reliance on other departments
  - ✓ Optimize resources
- To increase awareness of Health Buddy for medication orders

## Methodology

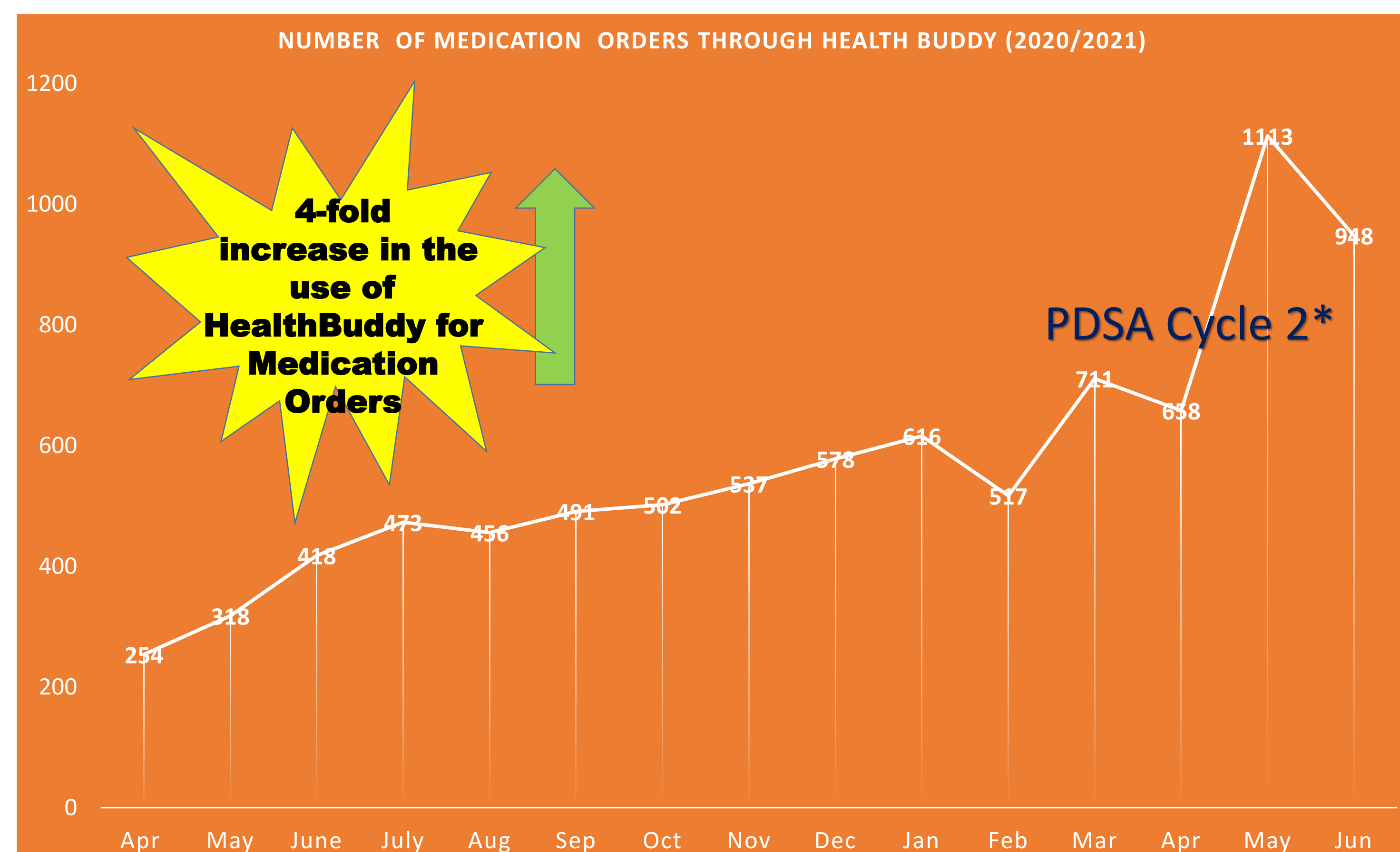
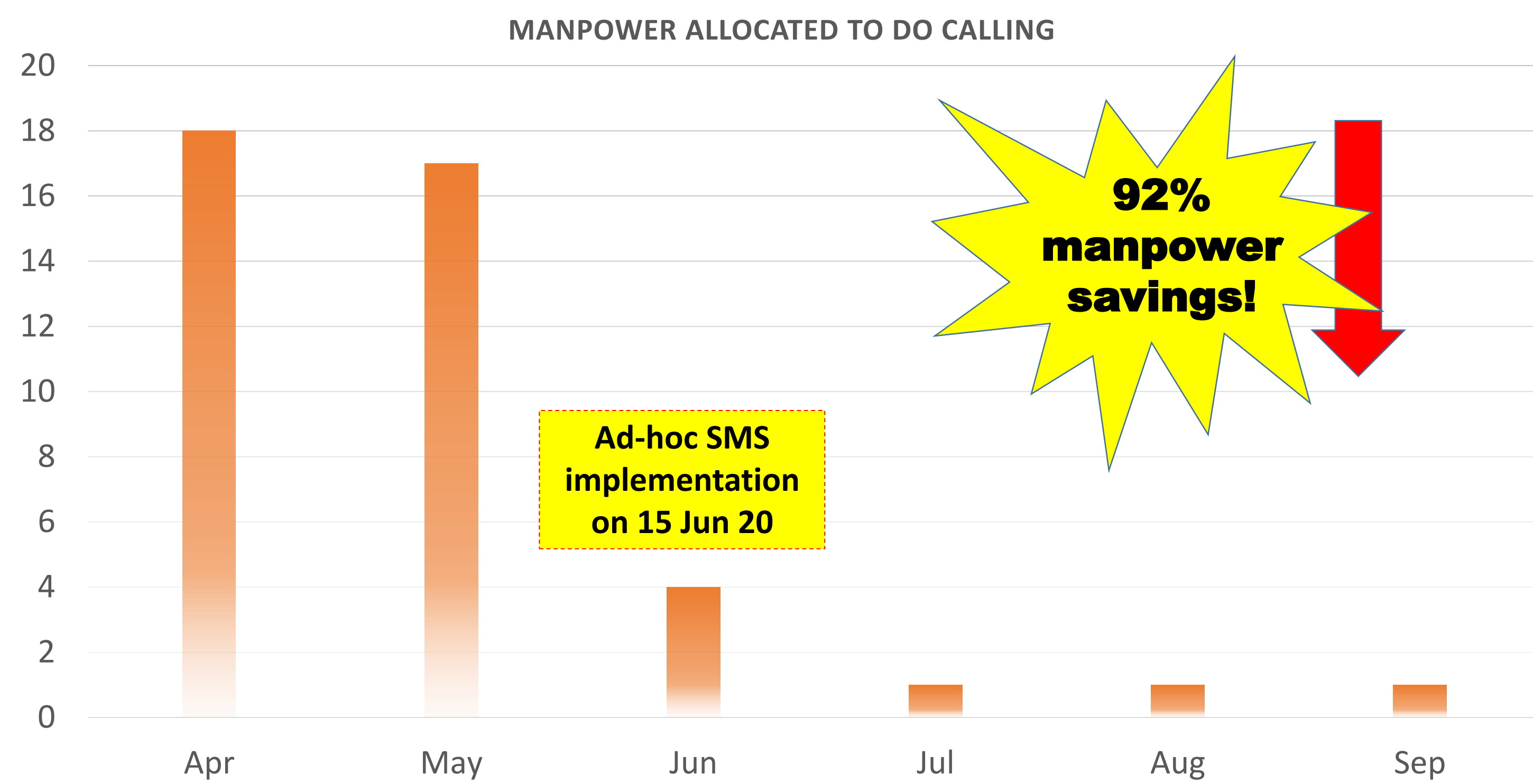


### Why was Method 4 chosen?

- ✓ Readily available Medication Order function in Health Buddy
- ✓ Readily available interface between Health Buddy and CGH Pharmacy system (PHIS) makes processing Health Buddy Medication orders efficient
- ✓ Can be quickly implemented with minimal implications to clinic processes
- ✓ Can reduce the manpower required to call the patients
- ✓ Minimal cost and effort- no enhancements needed
- ✓ Can increase the uptake and use of Health Buddy Medicines Order Services



## Results



\*PDSA Cycle 2: Removal of physical screening counter for manual enrolment for delivery and reinforced Medication orders via Health Buddy

## Conclusion

- Reassignment of manpower to perform more clinical tasks
- Increased patient awareness of using Health Buddy to order and refill medication
- With PDSA Cycle 2, productivity gains were achieved with manpower savings

### Challenges

- Pharmacy to call:
  - Patients who face technical difficulties while using Health Buddy app
  - Patients who do not have Health Buddy app
  - Patients who need medications urgently

### Future Works

To fully automate the Rx extensions into Health Buddy from Rx request to Medication Order. SMS Notification to be sent to patients automatically from Health Buddy upon receiving the Rx to alert patient to proceed with medication order.

