

## **Project Title**

How to Terminate a PROCESS Seamlessly

## **Project Lead and Members**

- Chiew Pei Pei
- Sarina Bte Mohamed Abdullah
- Janus Ho
- Shevir Tan
- Vivien Tang
- Huang Lilian
- Serene Chua

## **Organisation(s) Involved**

Singapore General Hospital

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

Healthcare Administration

## **Applicable Specialty or Discipline**

Business Office, Office of Patient Experience

## **Aims**

- To adhere to the PDPA and Credit Cards Security Guidelines for keeping patient's credit card information and charging with authorization
- To align with organization's payment initiatives to provide a seamless payment options to all patients.

## **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 – Shortlisted Project  
(Human Resource Category)

## **Project Category**

Technology, Digital Health, Cyber Security, Data Security, Personal Data Protection  
Act

## **Keywords**

Service Express, Payment Authorisation Service, Billing Management

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Singapore Healthcare Management 2021

# How to terminate a PROCESS seamlessly

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## Introduction

'Service Express' was a pre-payment authorization service offered to Specialist Outpatient Clinics' (SOC) patients. The service allows patients to skip the payment queue as it allow us to charge their SOC bills to their preferred payment mode.

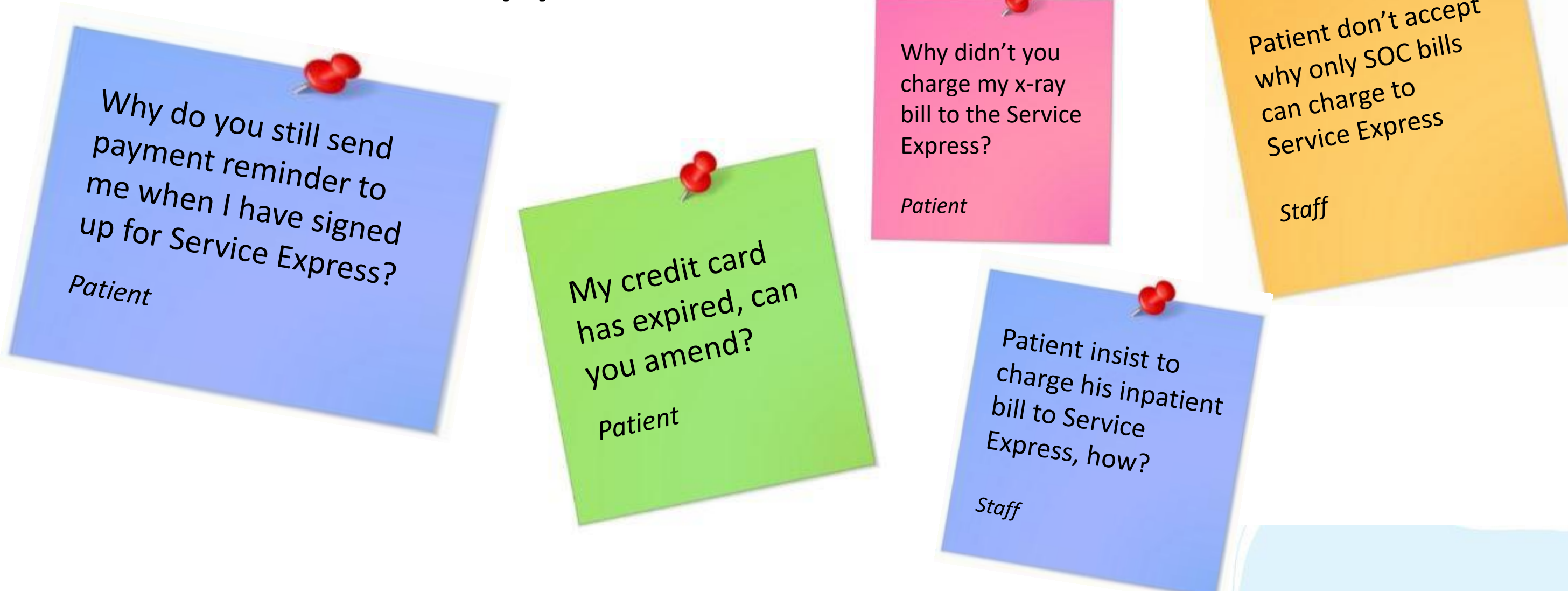
As time evolves and regulations changes, the initiative once brought much convenience to both patients and staff has started to surface unforeseen concerns and issues.



### METHODOLOGY

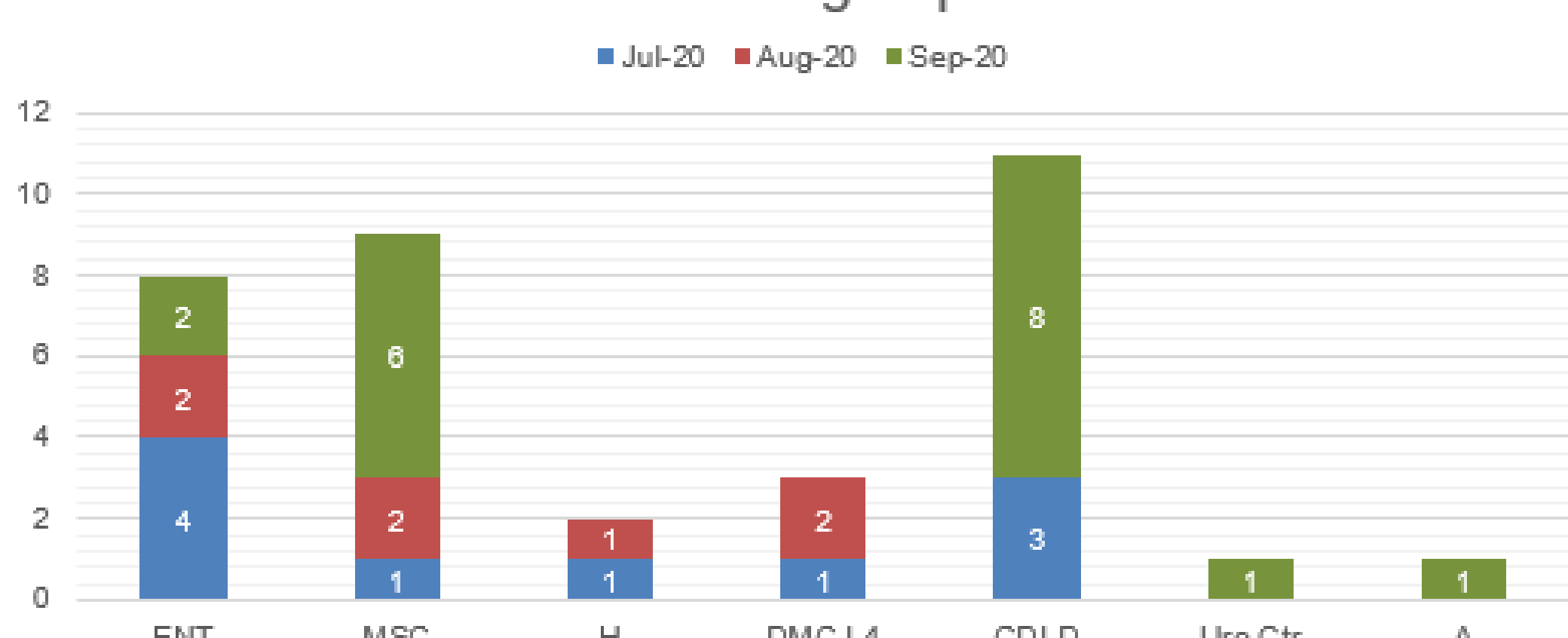


- Feedback from patients and staff was solicited.
- Statistics on the number of patients on Service Express was extracted.
- Proposal was surfaced to senior management for comments and approval.



### Service Express

No. of Sign-ups



- To cease Service Express for new sign-ups & renewals with immediate effect
- Service Express does not applies to other outpatient locations except for SOC bills
- Payment notification SMS via OAS is suppressed for patients who are tagged "Service Express"



## OBJECTIVE

- To adhere to the PDPA and Credit Cards Security Guidelines for keeping patient's credit card information and charging with authorization.
- To align with organization's payment initiatives to provide a seamless payment options to all patients.

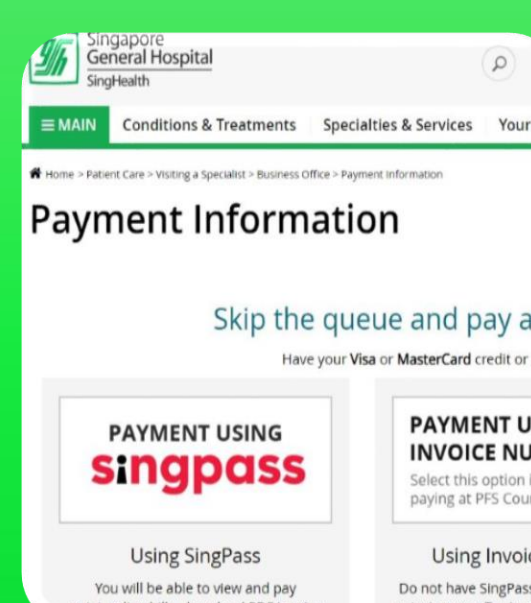


### REMOVE advert



- Service Express promotion banner was removed from SGH Block 3 Level 1 escalator area.

### IMPROVE patients' experience



- Patients who subscribed to Service Express service was informed in writing about the cessation and informed about the payment options.

### IMPROVE staffs' satisfaction



- 'Frequently Asked Questions' (FAQs) was prepared for staff.
- No negative feedback for the cessation and no more manual routing to process 'Service Express' bills.

## Conclusion

As much convenience that we would like to offer to our patients, it's important that we review our processes on a periodic basis to ensure that the service meets the required regulations.

