Project Title

Say 'Cheese' to Patient Safety!

Project Lead and Members

- Loke Chui Yee
- Lucas Goh
- Agnes Lye

Organisation(s) Involved

SingHealth Polyclinics

Healthcare Family Group Involved in this Project

Healthcare Administration

Specialty or Discipline

Operations

Project Period

Start date: Jul 2020

Aims

To identify correct patients

To prevent imposter

To promote staff familiarity with regular patients

Faster retrieval of patient's non-medical documents and reduces the use of paper

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Lessons Learnt

See poster appended / below

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project (Operations Category)

Project Category

Care & Process Redesign, Value Based Care, Safe Care, Technology, Digital Health

Keywords

Patient Identifiers, Document Repository System, Facial Recognition, Patient Registration

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Say `Cheese' to Patient Safety!

Loke Chui Yee
Lucas Goh
Agnes Lye

Polyclinics
SingHealth

Singapore Healthcare Management **2021**

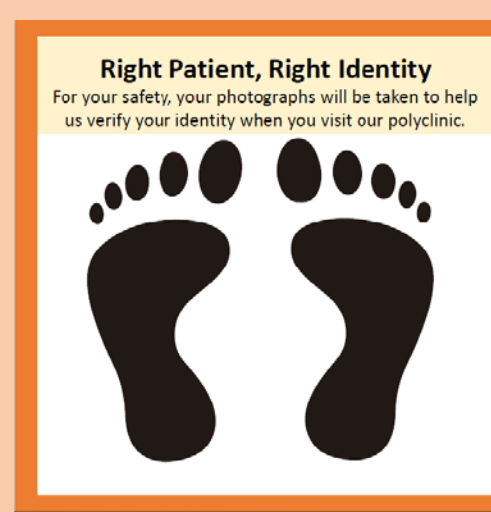## Project Background

- Though SingHealth Polyclinics (SHP) uses two patient identifiers to ensure patient services are delivered to the correct patient, there were still incidents where impersonation occurred

- To enhance patient safety, SHP implemented the Patient Photo ID & Document Repository System to capture patient's photo and non-medical documents at our front counters

- Our doctors, nurses, allied health and ancillary staff now uses photo available in OAS, Pharmacy & Queue Systems; as an additional patient identifier to ensure the right care is delivered to the right patient

Polyclinics
SingHealth

Have you updated your photo with us?

Approach our staff to find out more.

Right Patient, Right Identity
For your safety, your photographs will be taken to help us verify your identity when you visit our polyclinic.

PATIENTS. AT THE HE♥RT OF ALL WE DO.®

Image credit: Freepik

Objectives

- To identify correct patients

- To prevent imposter

- To promote staff familiarity with regular patients

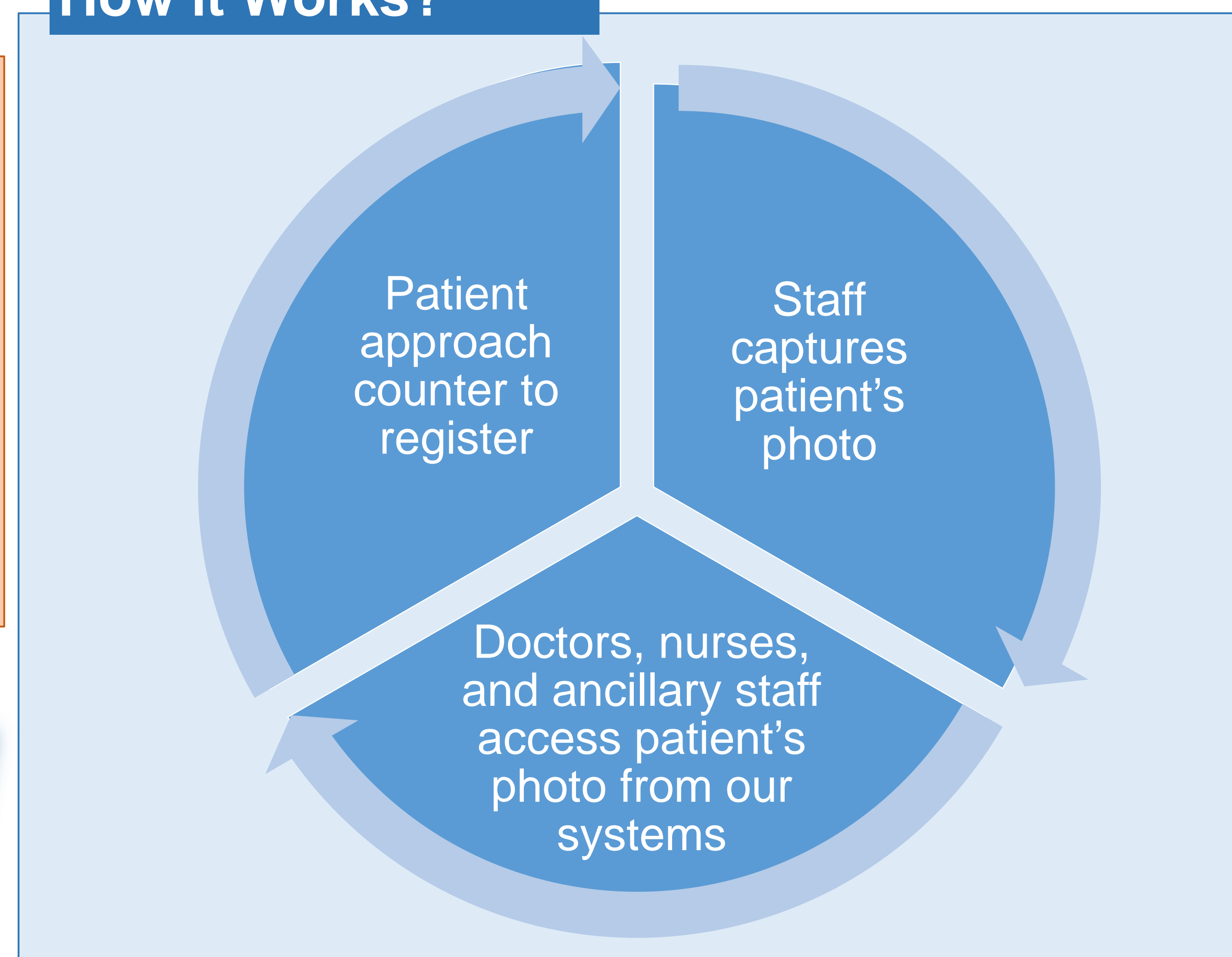- Faster retrieval of patient's non-medical documents and reduces the use of paper

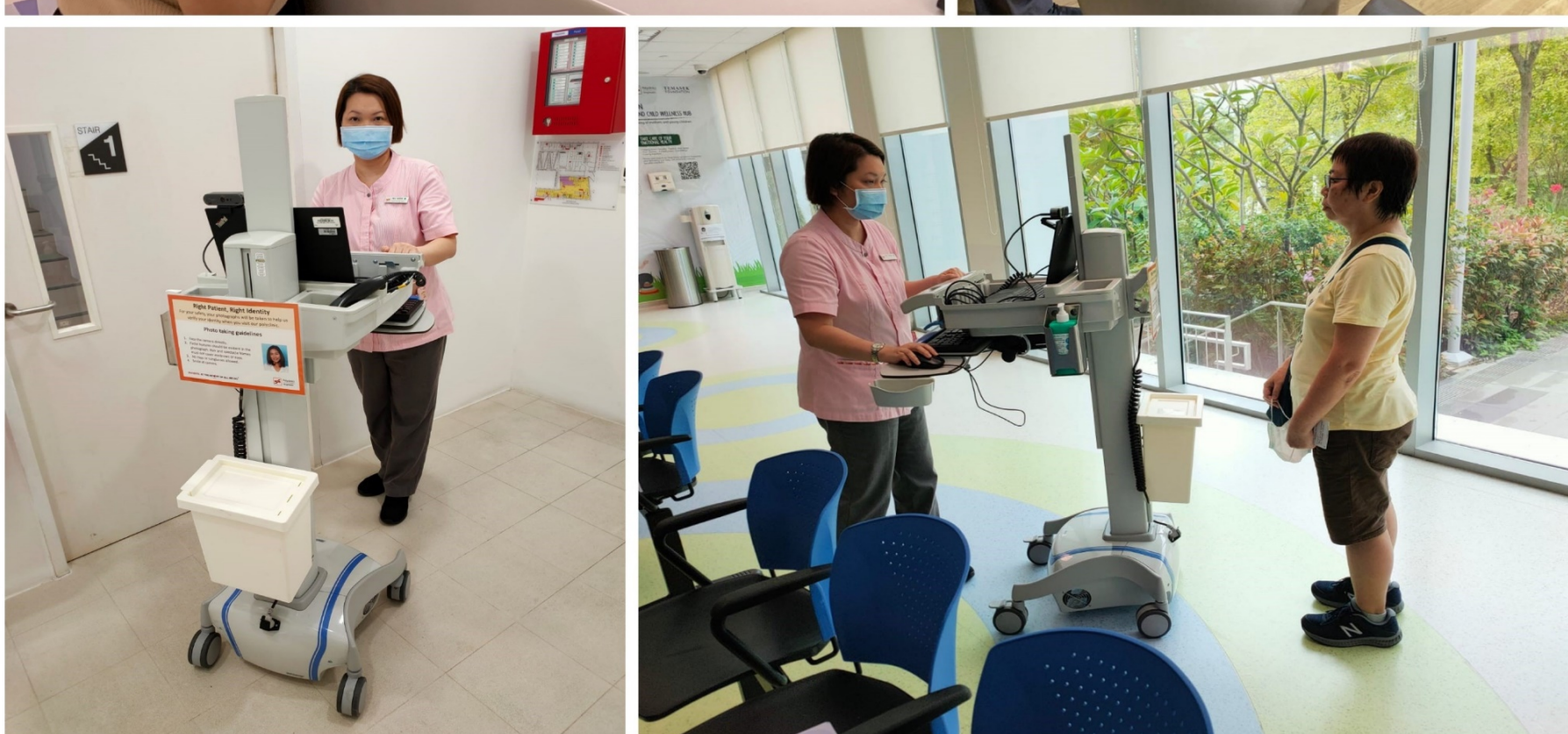Right Patient, Right Identity
For your safety, your photographs will be taken to help us verify your identity when you visit our polyclinic.

How it Works?

Patient approach counter to register → Staff captures patient's photo → Doctors, nurses, and ancillary staff access patient's photo from our systems

Staff's Feedback:
"...having patient's photo in our system improves patient's safety ".

Results

- Close to **60,000** pictures were taken since the project was implemented in July 2020

- Patients were **Positive** and were **Willing** to have their photos taken for **Safety**

Conclusion

Patient's Feedback:
"...it is a good initiative as it prevents our identity from being forged".

- **1st SingHealth Institution** to use patient's photo as a complementary means of patient identification to enhance patient safety

- System is **Scalable** to other SingHealth Institutions with potential to **Share** the photo ID database across cluster

INNOVATION CHANGED OUR LIVES

Sustainability

FACE RECOGNITION

- Increasing photo ID database pave the way for SHP to tap on these photos for enabling **Facial Recognition** for future use cases

- The technology can be used for **Patient Registration**, **Contact Tracing**, **Crowd Density** and **Wait Time Monitoring**

- One step closer to **Transforming Care Delivery** for our patients