

OneClaim: Streamlined Reimbursement, Consolidated Trips

Opportunity showcased:



Streamline information distribution

Inefficient communication between different parties can give rise to process waste such as wasted time and motion.

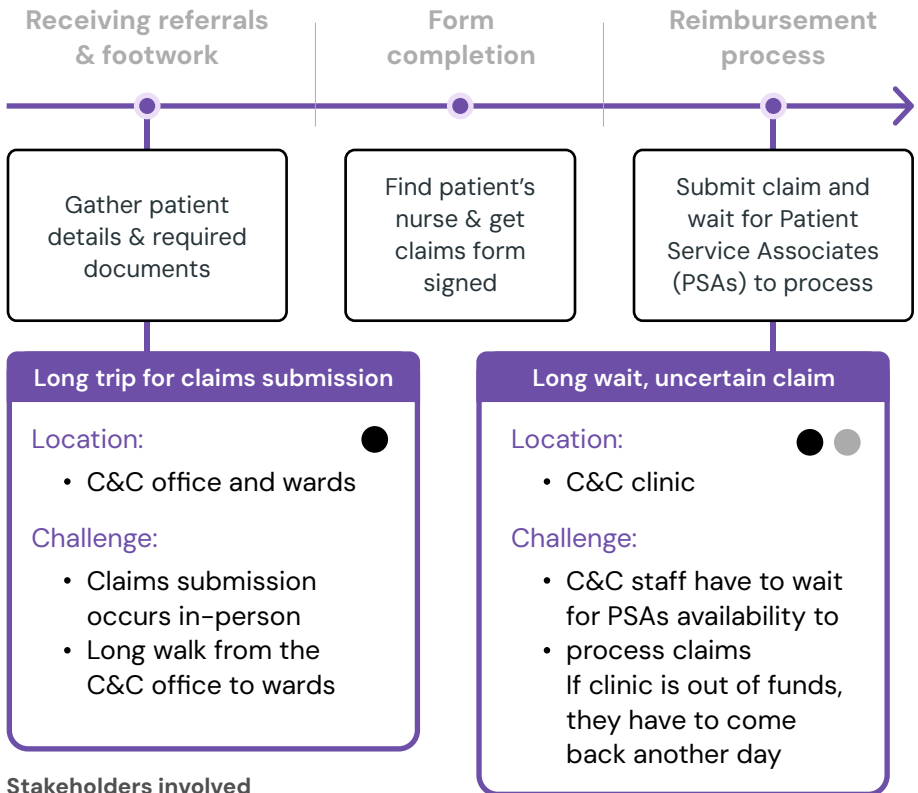
In this case, the NUS team aimed to streamline the reimbursement process for the C&C department.

By designing a more standardised way of communicating claims requests between Medical Social Workers (MSWs) and Patient Service Associates (PSAs), the designers sought to reduce the frequency of wasted trips made by C&C staff.

PROJECT CONTEXT

Medical Social Workers (MSWs) usually use their own money to pay for patients' expenses first. However, when they want to submit claims, they face various challenges such as long walking distances, wasted claims trips, and long waiting times.

CURRENT CLAIMS REIMBURSEMENT PROCESS





Research Approach

EVERYDAY
ACTION STEPS

ACTIVITIES DONE
BY TEAM

INSIGHTS
IDENTIFIED

Take a look
around

Shadowed C&C
staff and their
routine at work

Reimbursement trips are
time-consuming, have to
walk long distances



Talk to
people

Interviewed MSWs

MSWs are turned away
when clinic's daily cash
fund is depleted



Brainstorm
together

Conducted
co-creation workshop
with C&C staff

Claims issue was
confirmed to be a key
problem faced by C&C



Build
quickly

Gather
feedback

Designed and
tested solutions

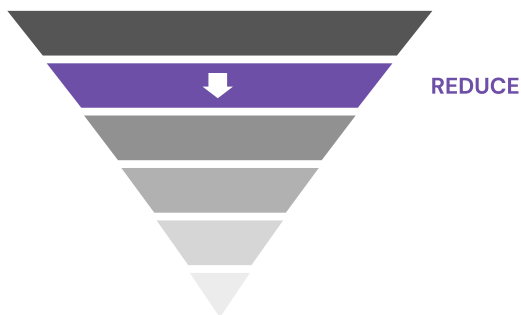
Realised there were
deeper systemic issues

Design Challenge

How might we streamline the reimbursement process for Medical Social Workers (MSWs) by reducing the number of wasted claims trips?

Design Solution

The team designed a standardised approach for MSWs and PSAs to communicate and coordinate their claims needs and availabilities.



This approach seeks to **reduce** wasted trips and motion by guaranteeing a higher successful claim rate.

Problem Addressed

Poor communication between PSAs and MSWs results in a lack of information on fund availability and waiting times, leading to sometimes redundant, lengthy trips that waste time and energy.



Medical Social Worker (MSW)

- ✗ No way to contact PSA beforehand to know remaining clinic cash funds
- ✗ No way to contact PSA beforehand to check if they are free to process claims

Patient Service Associate (PSA)

- ✗ No way to indicate remaining clinic cash funds to MSWs
- ✗ No way to indicate availability to process claims

Consider this!

Can you **Standardise cross-functional communication?**

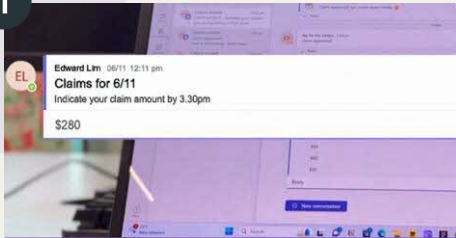
Different teams and roles have their own preferred ways of communicating. Agreeing on timings, key information to be received, as well as which channels to use (e.g., Microsoft Teams) can help to smoothen work processes between different parties.

Design Solution

OneClaim

A communication protocol for MSWs and PSAs to confirm fund availability and designate a claims submissions timeslot through Microsoft Teams before any physical trip is made.

1



MSWs type in amount they wish to claim for the day on Teams chat

2



PSAs check if funds are available, approve requests in the chat

3

MSWs make a combined trip down to C&C clinic after PSAs give them a shared timeslot

4

PSAs reimburse MSW claims with minimal wait time at the clinic

Potential impact:

Better coordination minimises wasted trips, thus saving time and energy for both MSWs and PSAs.

User Testing

Care & Counselling Office and Clinic: 9 day testing period

Increased Operational Efficiency

OneClaim

The team interviewed various MSWs about the time saving benefits that OneClaim could have for them.

[2 week testing period]

Current waiting time:

~15 min

Projected waiting time:

0 min

POTENTIAL TIME SAVED IN
1 MONTH (~132 CLAIMS)

33h

"There is value in consolidating claims. Time savings means more time for patient-facing work."

> I, Principal MSW

OneClaim could eliminate unnecessary waiting times faced by MSWs, channelling time savings **into patient-focused care.**

Reduced energy waste

OneClaim

OneClaim could reduce 12 wasted trips per month (based on estimations from MSWs) and associated lift trips.

Wasted lift trip:

2kWh

Wasted trips/month:

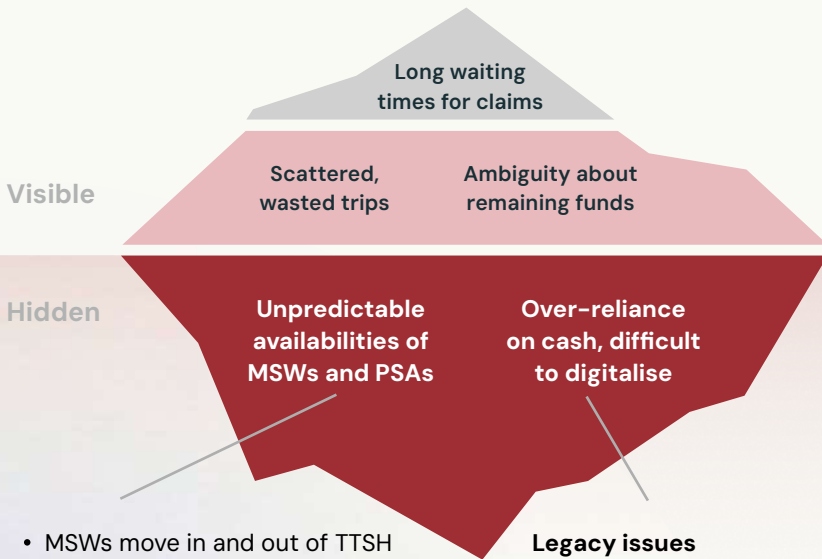
12

ENERGY SAVED IN
1 MONTH

24kWh

Reflection

However, the team's testing revealed that there were various underlying, systemic issues that OneClaim could not solve.



- MSWs move in and out of TTSH based on ad-hoc patient needs, making it hard to predict when they are available to submit claims
- PSAs deal with unpredictable patient loads, making it hard to estimate when they are free to handle MSW claims

Legacy issues

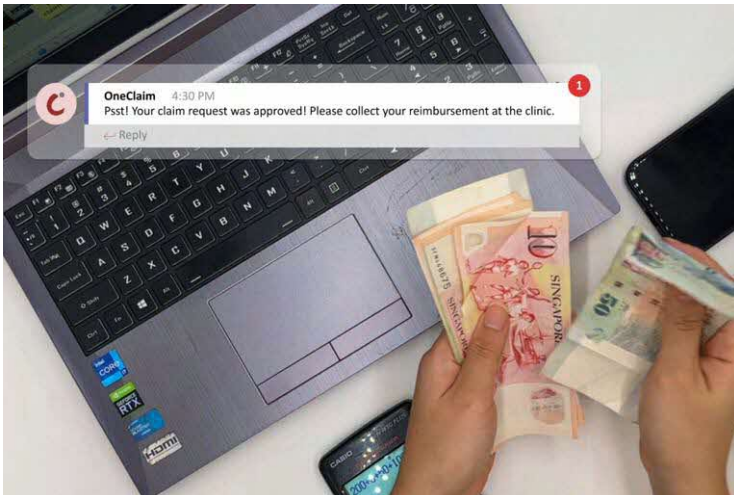
- MSWs used to current practice
- Low confidence in disruption due to busy schedules

Cash reliance

- MSWs deal with external parties such as drivers, who only use cash-on-hand

Digital reimbursements could be an alternative that takes into account the fluid nature of MSW and PSA interactions, and would remove the need for MSWs to make claims trips in the first place.

However, the C&C department would need support in terms of change management, external stakeholder buy-in, and technical assistance if the entire claims process were to be digitalised.



**ONECLAIM: STREAMLINED
REIMBURSEMENT,
CONSOLIDATED TRIPS**



TEAM MEMBERS

CHAN ZHENG QI, ZOEY

Highly motivated to understand the human experience, while injecting a spirit of imagination and excitement into everything, Zoey is a wholehearted designer who seeks creativity in the mundane. On the side, she moonlights as an illustrator.

MADELINE SEE

Madeline is an industrial designer passionate about product, service and UI/UX design. Fueled by a spirit of exploration, she sees design as an imprint of human touch, extending beyond functionality. Outside the studio, she finds joy and inspiration in cooking and photography.

NG YIN YIN, CANICE

With a curious mind, Canice enjoys finding inspiration from all things around her. She believes in the importance of empathising and connecting with users. Adding in splashes of fun and personal touches, she strives to resonate with others through design, aiming to simplify, enrich, and inspire.