Project Title

Simplifying document submission for patient's convenience

Project Lead and Members

Project members: James Chew Tee Toon, Teo Hong Ghee, Ong Yin Woon

Supported by: Ng Mui Lim, Stacey Soh, Angela Chan, Adibah Aljaru

Organisation(s) Involved

Sengkang General Hospital

Healthcare Family Group Involved in this Project

Healthcare Administrator

Applicable Specialty or Discipline

Healthcare Administration

Project Period

Start date: Q2 2022
Completed date: 2 2023

Aims

To provide a convenient and secure platform for patients to submit financial documents online, enhancing the overall patient experience and reducing administrative burden.

Background

Patients often face inconvenience with manual document submission processes, including the need to visit the hospital in person. The project aimed to create an accessible, secure, and efficient platform for digital submission of documents to improve patient satisfaction.

Methods

A digital Medical Claims Authorisation Form (MCAF) was developed using FormSG with e-signature capabilities. The team provided secure URLs for document

submission, conducted tests, sought approval from the Ministry of Health (MOH), and implemented an online platform named "SKH Submit!" for easy patient access.

Results

The platform saw a significant increase in usage, with clicks on "SKH Submit!" rising from 25 to 665 in Q4 2022. The digitized process reduced the hassle for patients, especially those overseas, and increased trust due to secure data handling. The solution is now adopted by all SingHealth acute hospitals.

Lessons Learnt

Providing a secure and user-friendly platform is crucial for encouraging digital adoption among patients. Continuous feedback and iterative improvements help refine the process and address patient concerns effectively.

Conclusion

The initiative successfully simplified the document submission process, enhanced patient satisfaction, and set the foundation for future digital enhancements, including potential two-way document sharing between hospitals and patients.

Project Category

Technology

Digitalisation, Digitisation, Systems/Platforms

Care & Process Redesign

Value Based Care, Patient Satisfaction

Keywords

Document Submission, Patient Convenience, Digital Forms, e-MCAF, FormSG, Secure Platform, e-Signature, Online Dropbox, Teleconsultation, Healthcare Innovation, Patient Satisfaction, Digital Transformation, Healthcare Efficiency, Two-Way Document Sharing

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Simplifying document submission for patient's convenience

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Singapore Healthcare Management 2023

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Ng Mui Lim (SKH BO HOD) , Stacey Soh (Inflight FC and Customer Liaison) , Angela Chan (Patient Account Receivables) , Adibah Aljaru (Claims & Billing)

Pain point

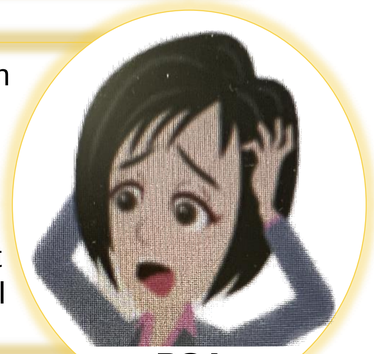
PATIENT

Who will want to take leave from work just to sign a form in person at your hospital, right?

Even though teleconsultation is commonly used in public hospitals, it's puzzling why an apparently simple process like e-consent couldn't be done.

Oh no~ I have lost the Medical Claims Authorisation Form (MCAF). It contains the patient's personal details.

Should I keep quiet and wait for the patient to complain? But it seems unprofessional. The patient will certainly enquire about the status of his medical claim. How do I go about submitting his claim?



PSA

Aims

Provide a convenient option (e.g, online platform) for submitting financial related documents.

Platform should be easily accessible and simple to use.

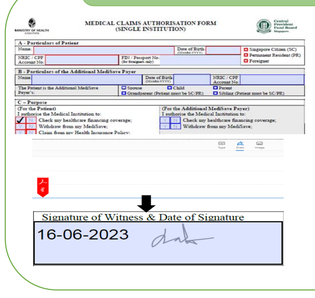
Platform should allow legible images to be uploaded within a secure environment and track the actions performance.

Platform should provide an e-signature function for end-to-end document submission.

Platform should enhance patient satisfaction by accelerating documents collection process.

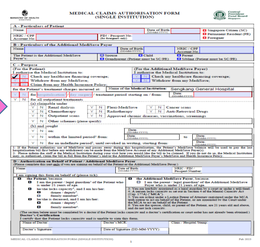
Methodology

1. Design Specification



We developed a digitised MCAF (S) that mimics the hardcopy version, by making fields editable and including an e-signature feature.

2. Testing



We tested the digitised MCAF (S) and the outcome was positive.

3. Seek Approval

MINISTRY OF HEALTH SINGAPORE

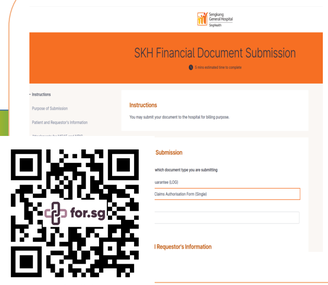
We proposed to the Ministry of Health (MOH) to seek their approval for using the digitised MCAF (S).

4. Downloading

for.sg

We provided a secure URL (https://for.sg/mcaf) for patient to download the digitised MCAF.

5. Online Dropbox

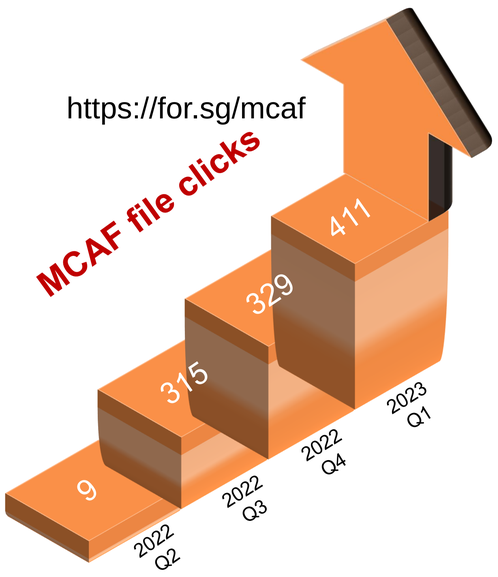


We created a convenient and secure platform for submitting documents using FormSG. Link to the platform (https://for.sg/skhsubmit).

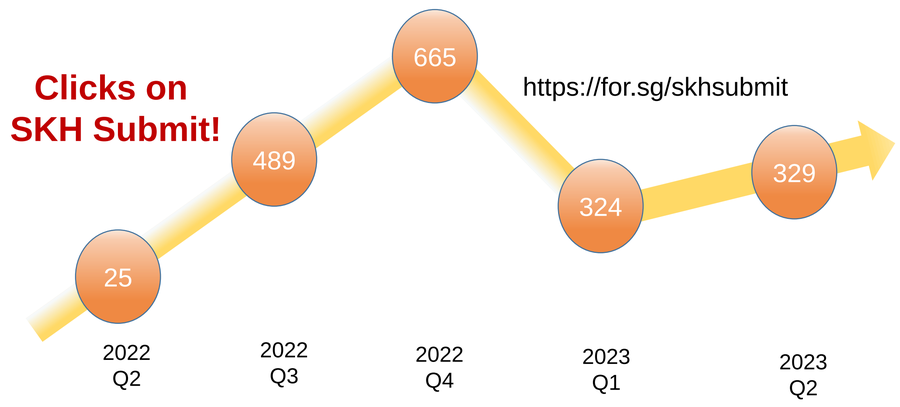
6. Assurance

We added assurance by notifying the patients with an auto-email responses from FormSG once their submissions were successful.

Result



It was challenging with just 9 clicks at the launch of electronic MCAF. But remarkably, there has been an exponential upward trend observed.



The number of clicks on "SKH Submit!" has experienced a significant surge, from 25 to 665 in the last quarter of 2022. Although there was a slight decline in the beginning of 2023, the overall trend remains consistent, and an increase was observed in Q2 2023.

Benefits to the patient

- All SingHealth acute hospitals have since adopted FormSG and e-MCAF platforms for documents submission to standardise the patient experience.
- FormSG, which can only be generated by government entities, provides a secure platform and peace of mind by preventing scammers from gaining access to personal information, thus generating trust from patients.
- The digitised MCAF has saved patient time and hassle in printing and mailing the hardcopy especially for those who are working in overseas.

Conclusion

Patients and their NOKs can submit documents from the comfort of their homes using the secure platforms such as SKH Submit!. This platform serve as a one-stop hub for downloading eforms, completing e-consent, uploading, and submitting documents all at once. More details can be added to the FormSG page in SKH Submit! to guide patients through the form-filling process.

We are continuously searching for ways to upgrade our work processes, particularly regarding electronic document exchange. We believe our process now sets the stage for a potential two-way document sharing between hospitals and patients. This enhancement will further strengthen the security of personal data transfers between hospitals and patients. Perhaps using Health Buddy app, patients can receive instant notifications for any actions taken such as document has been successfully transmitted, ensuring timely communication and updates.