Project Title

SMS Reminders for Outstanding SOC Bills

Project Lead and Members

Project lead: Sabrina Chong

Project members: Trista Chew, Jessie Tan

Organisation(s) Involved

SingHealth

Aims

To send SMS reminders to all patients with outstanding SOC bills 7 days after their visit date.

Project Category

Technology & Automation, Productivity, Process Improvement

Keywords

SingHealth, Technology & Automation, Productivity, Process Improvement, Mobile Messaging, SMS Reminder, Finance, Specialist Outpatient Clinic, Reduce Manpower, FSS-AR, IHIS, IHIS SMS Gateway, Outstanding Bills, Bill Collection Rate

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SMS Reminders For Outstanding SOC Bills

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SHQ FSS-AR

Singapore Healthcare Management **2018**

SingHealth — *Defining Tomorrow's Medicine*

Background

Huge volume of cases, limited FTE resources
→ FSS-AR manages 400,000 cases per month
→ FSS-AR has 12 collection staff following up on self payer bills
→ Existing resources unable to call all patients with outstanding bills
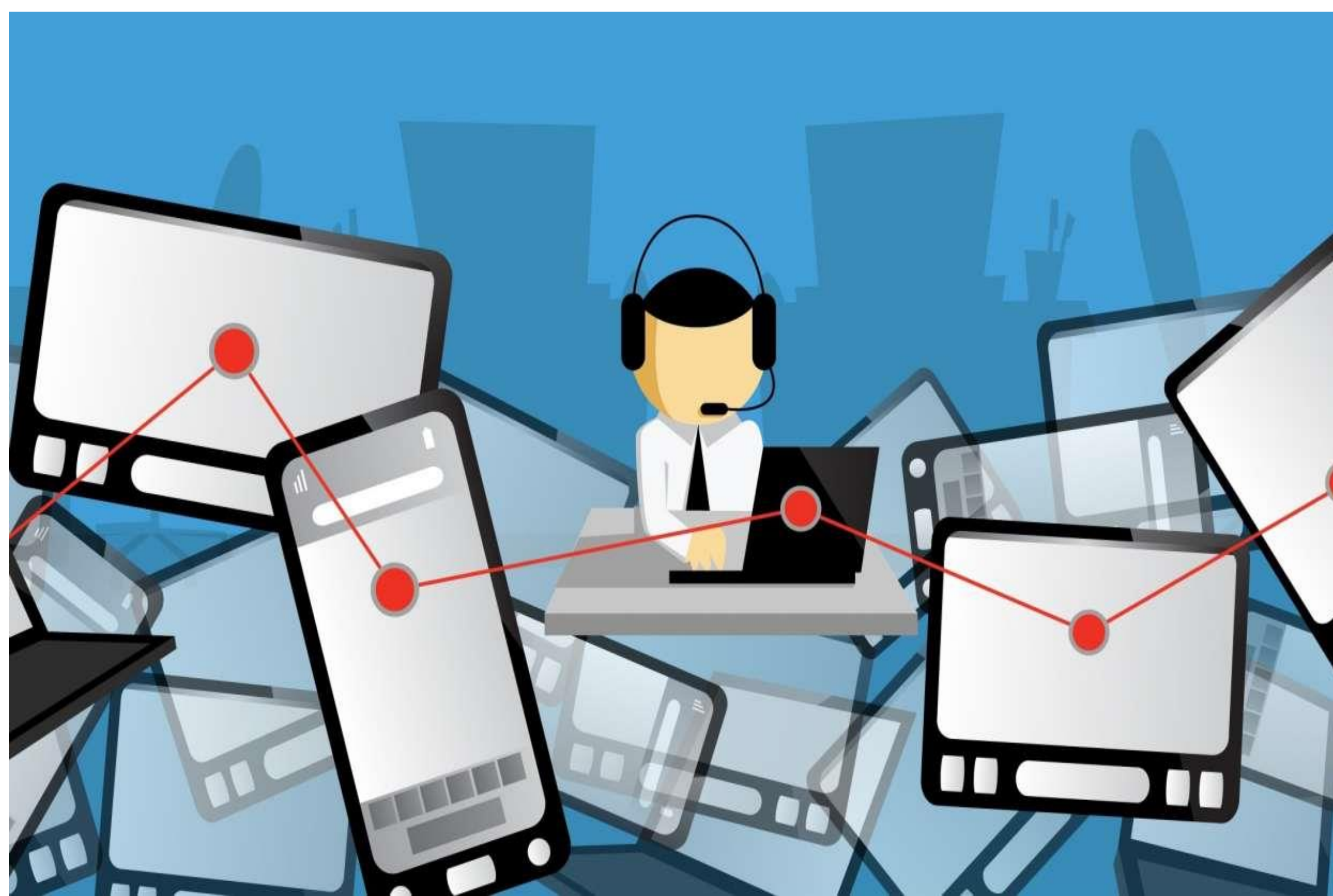
Methodology

Using reports downloaded from system
→ FSS-AR prepare SMS message to populate SMS template
→ Parked into IHIS SMS gateway
→ SMS sent daily through IHIS gateway

Solution

SMS Reminders used as a productivity tool
→ Sent to all patient with outstanding SOC bills, 7 days after Visit date
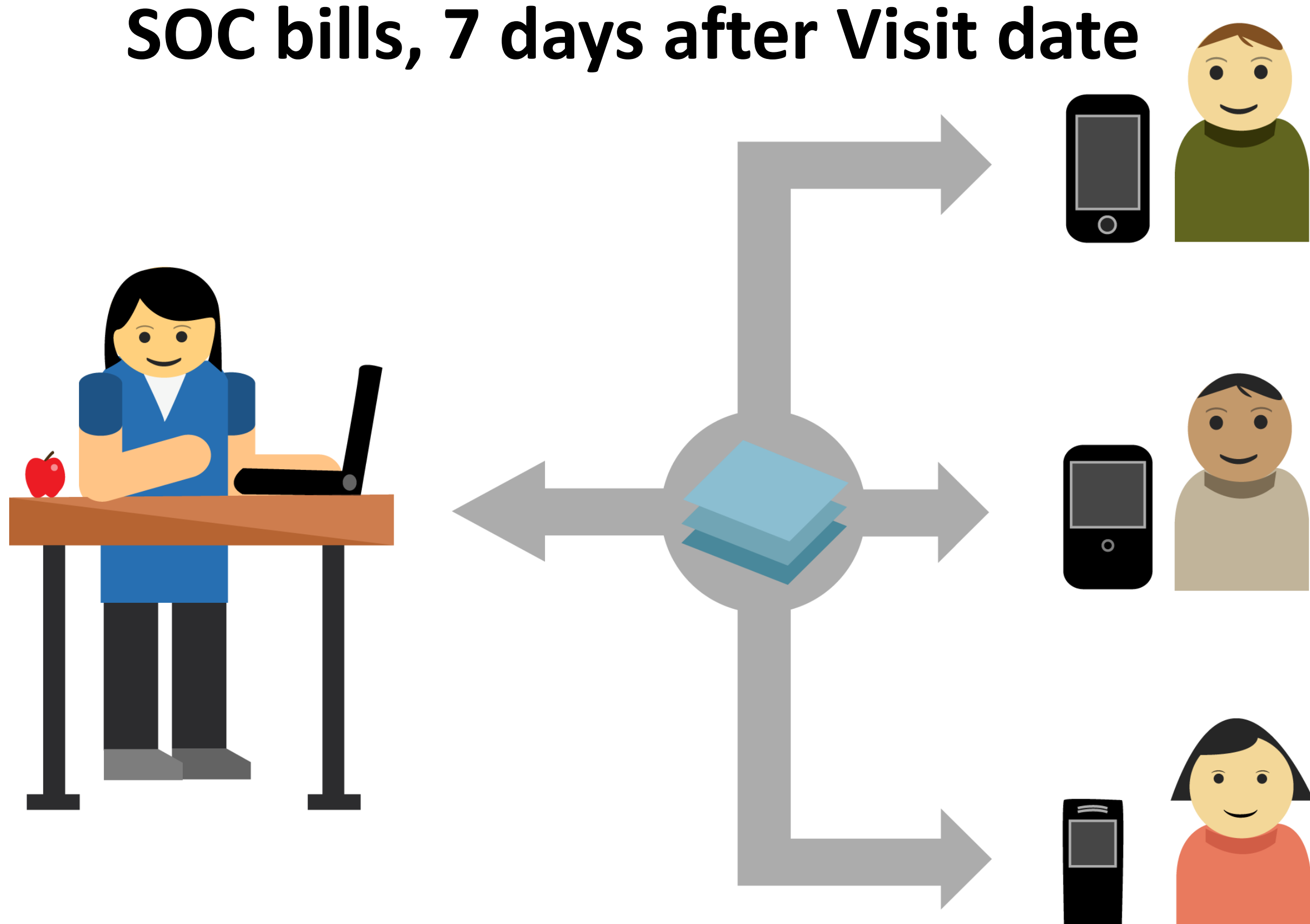
SMS Reminders

Institution	May 18
SGH	7,995
KKH	7,150
SKH	184
NCC	656
NDC	1,139
NHC	794
SNEC	1,284
Total	19,202

Patient with multi SOC visits in single day
→ Receives only 1 SMS reminder per Visit date

Figure 1: Total number of outstanding SOC bills where SMS Reminders were sent in May 18

Results

Institution	Pre-SMS	Post SMS
SNEC	21%	27%
NDC	20%	23%
KKH	9%	17%

Figure 2:, Pre and Post SMS collection rate, (Two weeks after SOC visit)

From Dec 2017, SMS Reminders was rolled out progressively to SingHealth institutions managed by FSS-AR. Bill collection rate improved across all institutions with this new initiative. Prior to SMS roll out, collection rate for KKH 2 weeks after visit date was 9%. The rate improved to 17% after SMS Reminders was rolled out.

Moving Forward

FSS-AR to automate SMS sending
→ To cover all case types including
→ Inpatient Bills
→ Day Surgery Bills
→ A&E Bills

Conclusion

SMS Reminder is a cost effective tool to reach out to all patients to manage the outstanding bills. FSS-AR will continue to leverage on its scale to automate to ensure healthcare remains affordable.