

Project Title

NDCS “Digital First” Specialist Clinic

Project Lead and Members

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- Shirley Tan E Ling
- Willie Woo Shek Chow
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- Jojinee Binti Mohamed
- Jayaram Veeramani
- Hayraini Bte Hayat
- Keith Heng Swee Kok
- Bernice Teo Jun Hui
- Chan Mei Ying
- Jason Lim Weiliang

Organisation(s) Involved

National Dental Centre Singapore, SingHealth

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Dental/Dentistry

Project Period

Start date: 2021

Completed date: Dec 2022

Aim(s)

To enable us to be counterless for repeat visits, hence empowering our patients, improving their experience and reducing their on site dwell time

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) Congress 2023 – Merit Prize (Operations category)

Project Category

Care & Process Redesign

Quality Improvement, Design Thinking, Workflow Redesign

Keywords

NDCS “ Digital First” SOC

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NDCS “Digital First” Specialist Clinic

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SUMMARY AND BACKGROUND

In alignment with Singapore’s Smart Nation initiatives in promoting digital literacy and increasing digital adoption, we formed a multidisciplinary team in late 2021 and employed a patient-centred design thinking methodology to transform our clinics to enable a unified patient journey centred on “digital first” principles. We piloted the initiatives on two out of five Specialist Outpatient Clinics (SOCs) at NDCS in Dec 2022, where patients can transact almost entirely using digital platforms before, during and after their SOC visits. These two “digital first” clinics enabled us to be counterless for repeat visits, hence empowering our patients, improving their experience and reducing their on-site dwell time. As the COVID-19 pandemic has nudged the population towards transacting via digital platforms, we assessed that it is timely to promote digital services at the clinic.

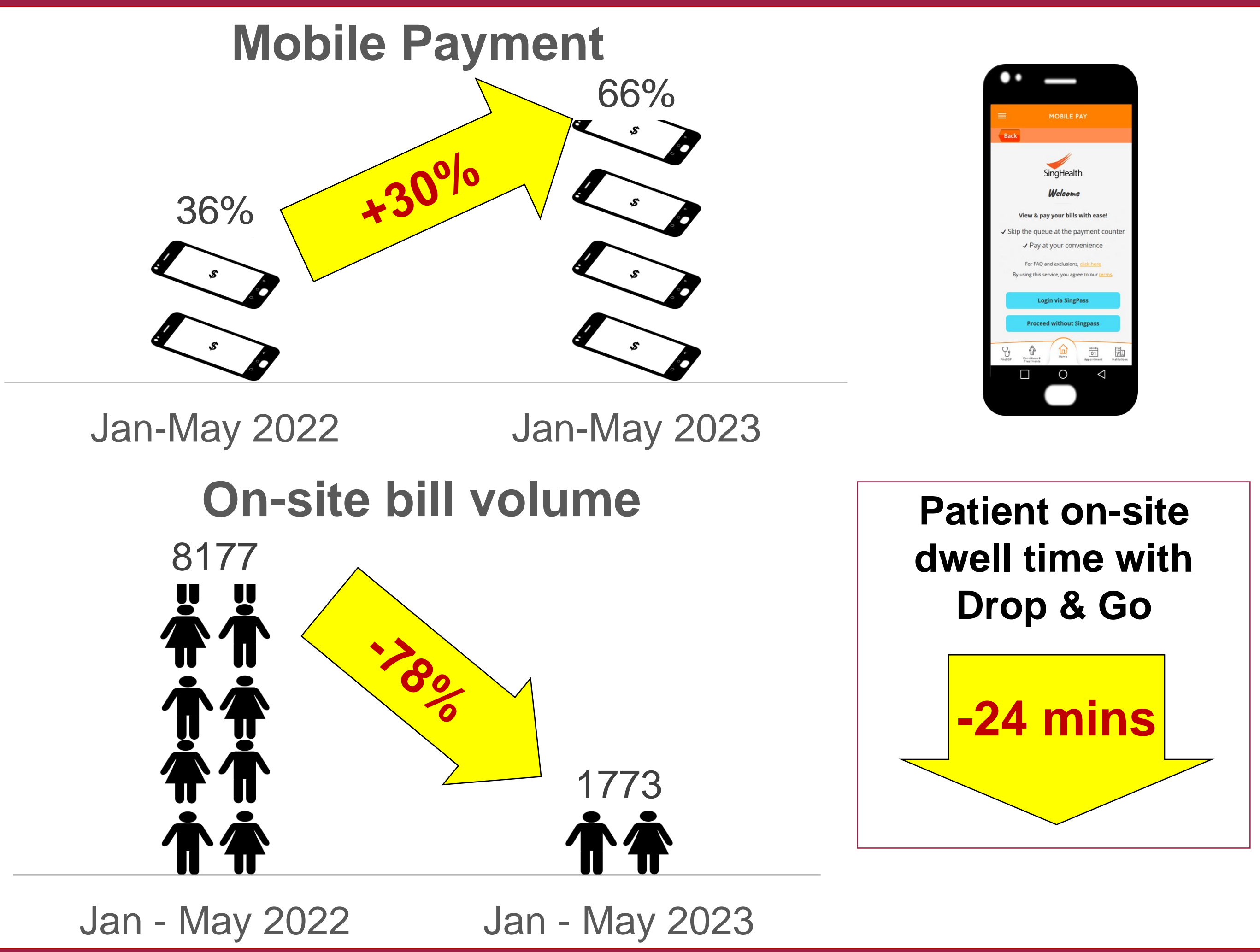
CREATING THE “DIGITAL FIRST” CLINIC

P R O C E S S	<ol style="list-style-type: none"> Induction of new patients to prepare them for “digital first” journey Consolidated backend functions across 2 clinics “Drop and Go” as a default without needing to wait on-site for payment 	P L A C E	<ol style="list-style-type: none"> Counterless layout to promote “digital first” Zoning for improved patient flow & wayfinding Murals for patient education (QR codes) and “digital first” promotion 	P E O P L E	<ol style="list-style-type: none"> Redesigned roles to support “digital first” Introduced new digital ambassador role Retrained staff for re-designed roles
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TRANSFORMATION

From this... ... to this

FOLLOWING IMPLEMENTATION OF “DIGITAL FIRST” CLINIC IN DEC 2022



Minimum staffing deployment requirements across 2 clinics					
Pre-Pilot	SOC 5	SOC 6	Post-Pilot	SOC 5	SOC 6
Registration	1	1	Ambassador	1	1
Appointment & Billing	2	2	New Case induction	1	1
Financial Counselling	1	1	Appointment & Billing	2	2
			Financial Counselling	1	1
8 staff			7 staff		

CONCLUSION

Using a design-thinking approach, our pilot project had shown effectiveness in encouraging digital adoption for our patients by 30%, reduced patient on-site dwell time by 24 minutes per patient, and improved flexibility in staff deployment.

We will continue to build on these early positive results and expand this “digital-first” concept to other clinics, ahead of our eventual move to the new NDCS building in 2027.