

Project Title

Business Office - Patient Billing Services

Project Lead and Members

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Organisation(s) Involved

KK Women's and Children Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Project Period

Start date: 01 Dec 2022

Completed date: On-going

Aims

- The patient billing services page was set up at KKH website in 1 Dec 2022 to allow patients and their caregivers to access all billing related services anywhere and anytime at their own convenience.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign, Value-based Care, Patient Satisfaction, Quality Improvements, Design Thinking, Productivity, Manhour Saving, Time Saving
Technology, Digitalisation, Systems/Platforms

Keywords

Self-help Payment, Billing Website, Ease and Convenient

Name and Email of Project Contact Person(s)

Name: Skylar Phua

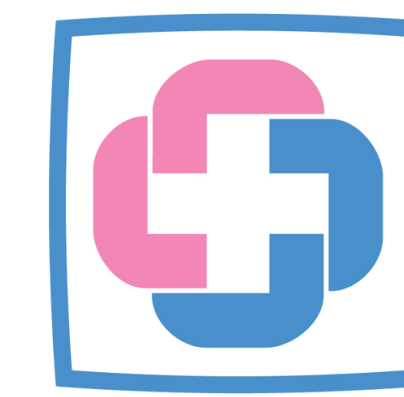
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Singapore Healthcare Management 2022

BUSINESS OFFICE - PATIENT BILLING SERVICES

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INTRODUCTION

The impact of Covid19-pandemic has been pronounced in 2020 amidst the various safe management measures implemented at the hospitals to minimize the risk of infection. Whilst Singapore healthcare institutions have embraced digital transformation before the pandemic, it has rapidly accelerated and thrive so as to continue to provide the necessary healthcare services to the patients. With visitors' restriction during the pandemic period, caregivers have challenges to perform the necessary administrative services pertaining to patient's visits or admissions in the hospitals. The patient billing services page was set up at KKH website in 1 Dec 2022 to allow patients and their caregivers to access all billing related services anywhere and anytime at their own convenience.

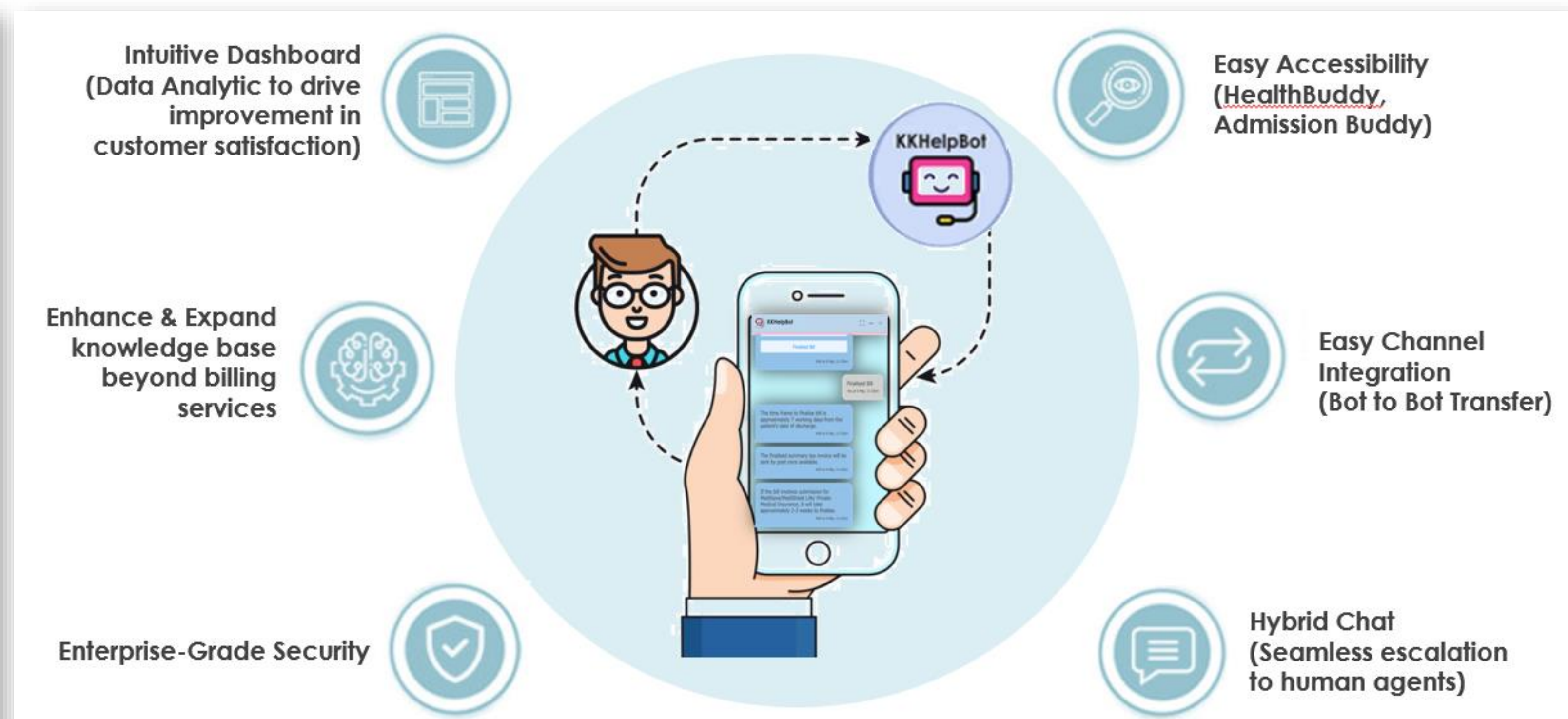
METHODOLOGY

The Patient Billing Services is a One-Stop Portal created at KKH website on 1 Dec 2022 to empower patients/caregivers to self-help or avail themselves to BO services at their own convenience without making phone calls, physical trips to BO counters. Leveraging on Formsg (developed by Govtech), patients/caregivers are able to submit request for billing enquiries, downgrading and physical final bill.

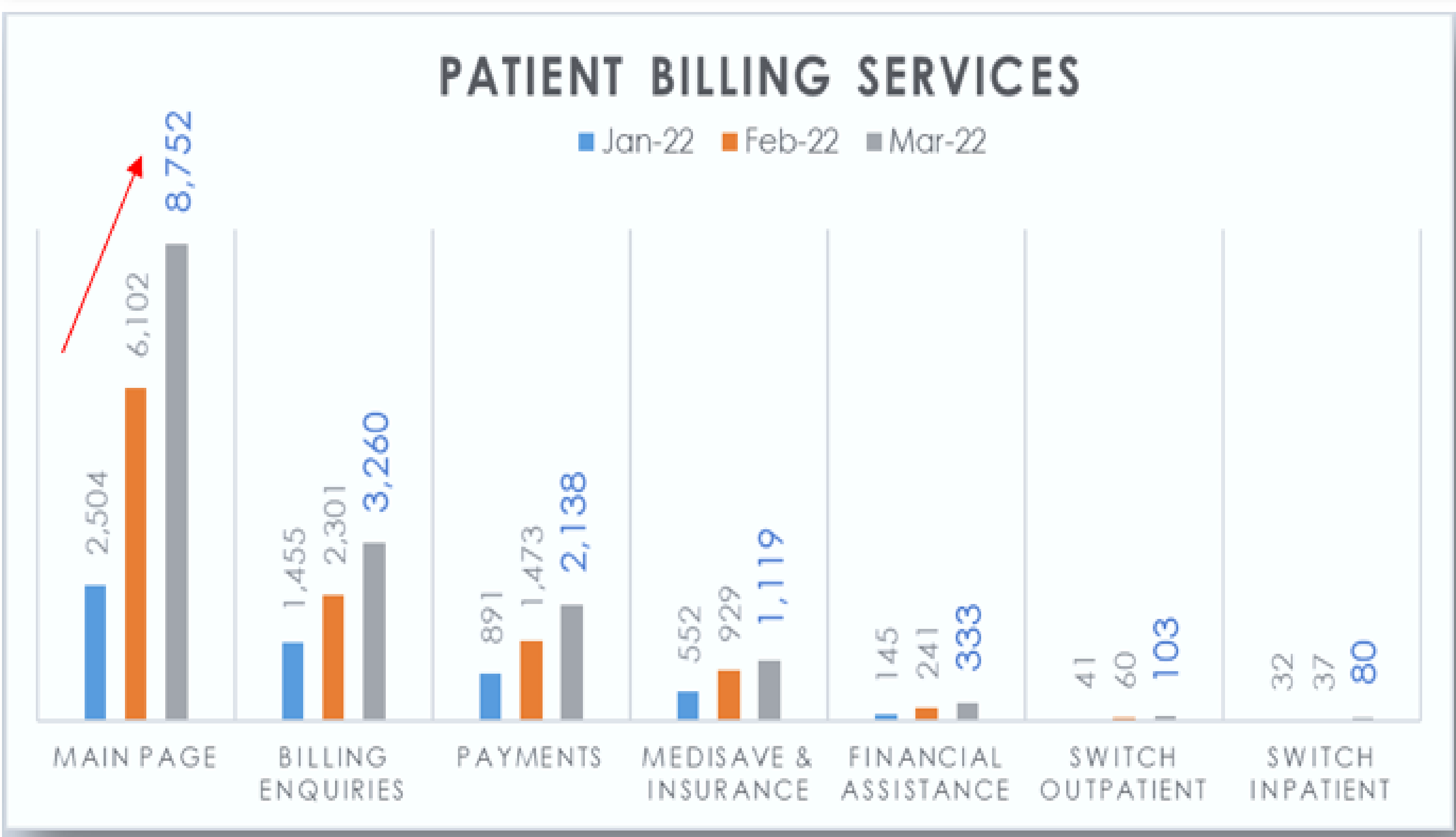


Patient Billing Services

<p>Payments</p> <p>Make payment at your own convenience for your medical needs and expenses.</p>	<p>Billing Enquiries</p> <p>For enquiries about final bill, payment or refund.</p>	<p>Document Submission</p> <p>For Submission of Documents for verification and/or settlement of your hospital visit/admission, i.e. Birth Certificate, Letter of Guarantee, Medisave Claim Authorisation Form (MCAF).</p>	<p>MediSave and Insurance</p> <p>Information on using MediSave for Maternity, MediShield Life and Private Medical Insurance.</p>
<p>Financial Assistance</p> <p>Financial assistance for payment of subsidised medical bills is available for Singapore Citizens and Permanent Residents.</p>	<p>Switch Ward Type (Inpatient)</p> <p>Information on making request to switch to a lower ward type.</p>	<p>Switch to Subsidised Care (Outpatient)</p> <p>Singapore Citizens and Permanent Residents can switch to subsidised healthcare services provided through government healthcare facilities.</p>	<p>KKHelpBot</p> <p>KKHelpBot assists with general billing related enquiries and provide information related to MediSave usage guidelines. A live agent is available during office hours (9.00am to 5.30pm) Monday to Friday (excluding PH) to assist with other enquiries.</p>



Chatbot widget is accessible at Patient Billing Services Page for patients to enquire all billing related matters



Significant increase in the number of page views from Dec 2021 to March 2022

RESULTS

- Patients/next-of-kin avail themselves to BO services at their own convenience without making phone calls, physical trips to BO counters.
- Timely and consistent response to general billing enquiries and requests.
- Improved patients' satisfaction through active involvement towards empowerment and engagement.
- Positive and improved patients' experience as payment can be made via a multitude of options.
- Reduces the risk of cross-infection due to human interaction at the counters, especially during the pandemic.
- Less frustration, tiredness and time wasted to wait at counter for payment and other transactions

CONCLUSION

Billing Services Page can be accessed from the comfort of one's home digitally to liaise with Business Office to transact and enquire all billing related matters as well as settling the hospital bills. This paves the way on the long term intent to minimize or remove all physical cashier counters at Business Office.