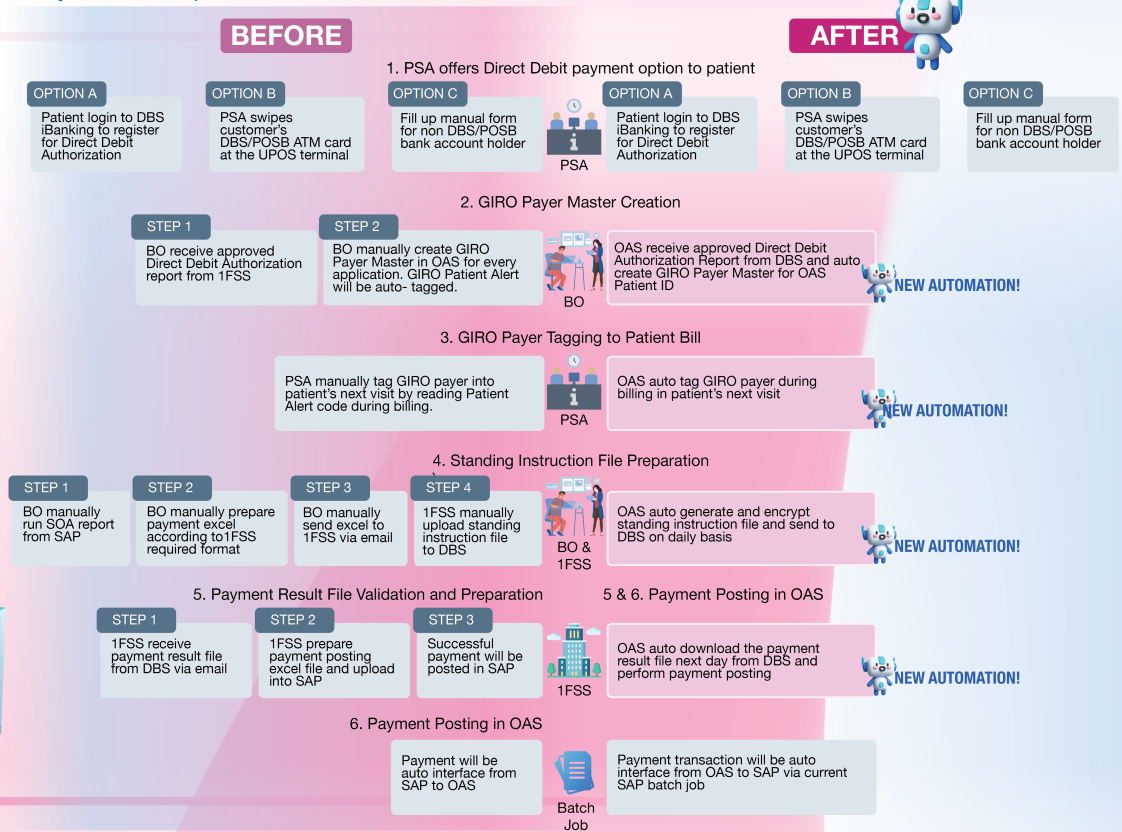


## AIMS

- Enhance the **efficiency and reliability** of payments for embryo storage charges by implementing automated Direct Debit Authorisation (DDA).
- Provide patients with a **seamless and convenient** solution for managing their yearly embryo storage charges while ensuring the financial stability of the hospital.

## METHODOLOGY

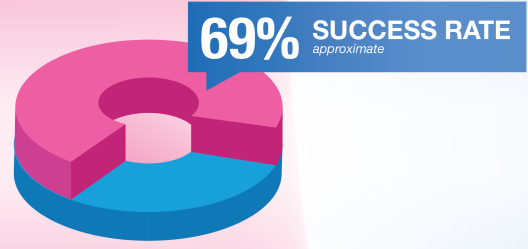
Synapxe, DBS, and 1FSS collaborated to integrate our system to generate automatic reports. This streamlined approach ensures seamless processing of payments, leveraging technology to enhance efficiency and accuracy while minimising manual intervention.



## RESULT

Since inception in August 2023, out of 347 cases enrolled in GIRO for embryo storage payments, **240 cases experienced successful deductions** from their designated bank accounts. This outcome underscores the project's impact in enhancing efficiency and reliability while ensuring financial stability for the hospital and convenience for patients.

DATA IS GENERATED FROM JULY 2021 TO MARCH 2024.



## BENEFITS OF DDA AUTOMATION

ACCURACY	REDUCED ADMINISTRATIVE BURDEN	EFFICIENCY
<ul style="list-style-type: none"> <li>• Reduces errors in the authorization and payment processes.</li> <li>• Maintains the integrity of financial records and reduces the need for manual reconciliation process.</li> </ul>	<ul style="list-style-type: none"> <li>• Reduces the administrative burden associated with creating GIRO records in OAS.</li> <li>• This allows staff to focus on more value-added tasks.</li> </ul>	<ul style="list-style-type: none"> <li>• Automating DDA processes reduces manual intervention, streamlining the authorization and payment collection procedures, i.e. 1FSS team does not need to upload the payment collection file manually.</li> </ul>

## Quotes from staff feedback

**2** "This automation liberates me from mundane tasks and allowing me to focus on other tasks." - Joanna Poh, Business Office

**3** "With this automation, I can free up valuable time that I can allocate to other tasks more effectively." - Mandy Shum, KKIVF Clinic

## CONCLUSION

- The implementation of DDA for embryo storage payments has proven to be **highly effective**.
- Approx. **69% success rate** in deducting payments from enrolled patients' bank accounts. Shows project's ability to streamline payment processes and minimize manual intervention.
- **Continued utilization and optimization** of DDA systems will be crucial in maintaining efficiency and convenience for patients while maximizing revenue collection.

