Decreasing the outstanding amount incurred by SHP's Acute-on-Demand TeleHealth (AODTH) patients

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Polyclinics SingHealth

SingHealth

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Introduction

Acute-on-Demand TeleHealth (AODTH) services started in SingHealth Polyclinics (SHP) in Jan 2023. Patients with acute conditions can go to Health Buddy (HB) app to make a same day appointment to consult our Doctors via Zoom. Medications will be delivered to their preferred address within 4 hours. It was observed that there is an increasing trend of patients not making payment after consuming the service. As such, the workgroup brainstormed some interventions to decrease the accumulated amount of outstanding (O/S) incurred.
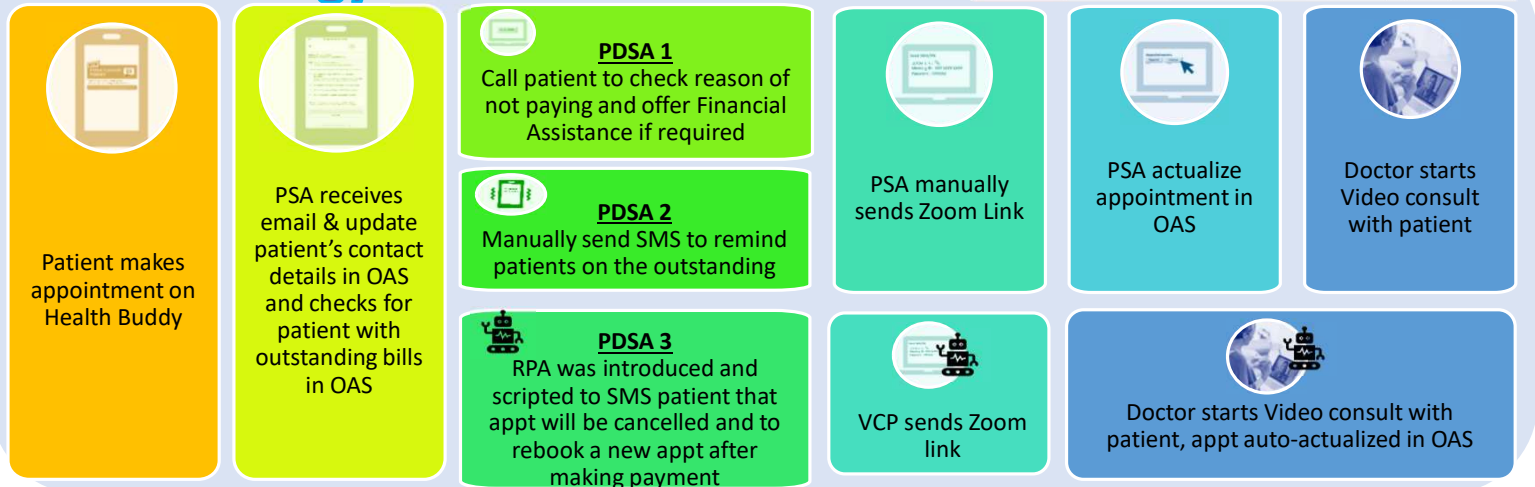
Aim(s)

- To decrease the outstanding amount incurred by AODTH patients
- Tactfully and sensitively change patient's behaviour to pay outstanding amounts for healthcare services utilised and provide financial support to those who need it

Month of visit in 2023	Total no. of self-payer bills	no. of bills still O/S @ 15 Jan	% O/S out of total self	Total O/S Amount (as of 15 Jan)
Jan	119	6	5.04%	$ 103.03
Feb	340	38	11.18%	$ 781.59
Mar	385	59	15.32%	$ 1,093.69
Apr	766	101	13.19%	$ 1,771.73
May	873	133	15.23%	$ 2,149.61
Jun	707	106	14.99%	$ 1,846.24
Jul	841	152	18.07%	$ 2,554.41
Aug	875	151	17.26%	$ 2,585.07
Sep	869	145	16.69%	$ 2,682.16
Oct	1062	209	19.68%	$ 3,566.96
Nov	1154	245	21.23%	$ 4,227.42
Dec	1014	195	19.23%	$ 3,688.10
Total	**9005**	**1540**	**17.10%**	**$ 27,050.01**

Methodology

Patient makes appointment on Health Buddy

PSA receives email & update patient's contact details in OAS and checks for patient with outstanding bills in OAS

PDSA 1 Call patient to check reason of not paying and offer Financial Assistance if required

PDSA 2 Manually send SMS to remind patients on the outstanding

PDSA 3 RPA was introduced and scripted to SMS patient that appt will be cancelled and to rebook a new appt after making payment

PSA manually sends Zoom Link

VCP sends Zoom link

PSA actualize appointment in OAS

Doctor starts Video consult with patient

Doctor starts Video consult with patient, appt auto-actualized in OAS

Results

- 94% of AODTH patients found that the payment reminder and process to pay digitally is user-friendly
- Within 5 weeks of RPA post-implementation, $5,323 of outstanding amount were collected (approx. 15% of Total O/S)
- 50% of patients with prior outstanding made payment within the same day after AODTH appointment had been cancelled and re-book a new appointment

Week	No. of O/S cases	No. of $4.99 O/S cases	Total O/S Amt	No. of O/S cases paid	Amt recovered	% of O/S amount recovered
1	70	7	$7,023.76	30	$508.78	7.24%
2	139	19	$11,403.51	52	$964.91	8.46%
3	123	28	$9,163.45	68	$1,734.98	18.93%
4	78	19	$4,466.34	43	$1,029.01	23.04%
5	61	7	$4,682.45	33	$1,085.36	23.18%
Total	**471**	**80**	**$36,739.51**	**226**	**$5,323.04**	**14.49%**

Future Plans

- In discussion to partner with 3rd Party Payer vendor to capture payment authorisation when making AODTH appointment to reduce chances of patients defaulting on payment
- Explore to integrate with future National billing System to minimise manual work and human errors

Conclusion

- Patients who really need to use the service will pay up and re-book a new appointment immediately
- Interventions done did helped SHP to decrease 15% of the existing accumulated outstanding amount incurred by the AODTH patients