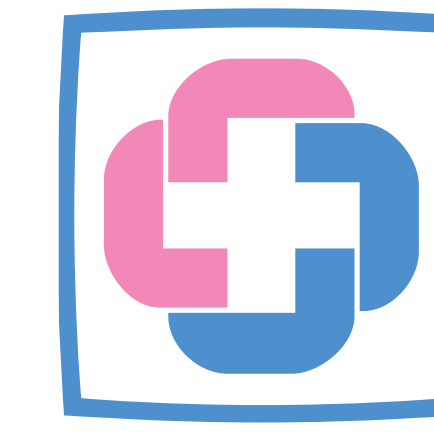




# GIRO for Annual Payment of Oocyte / Embryo Storage Fee



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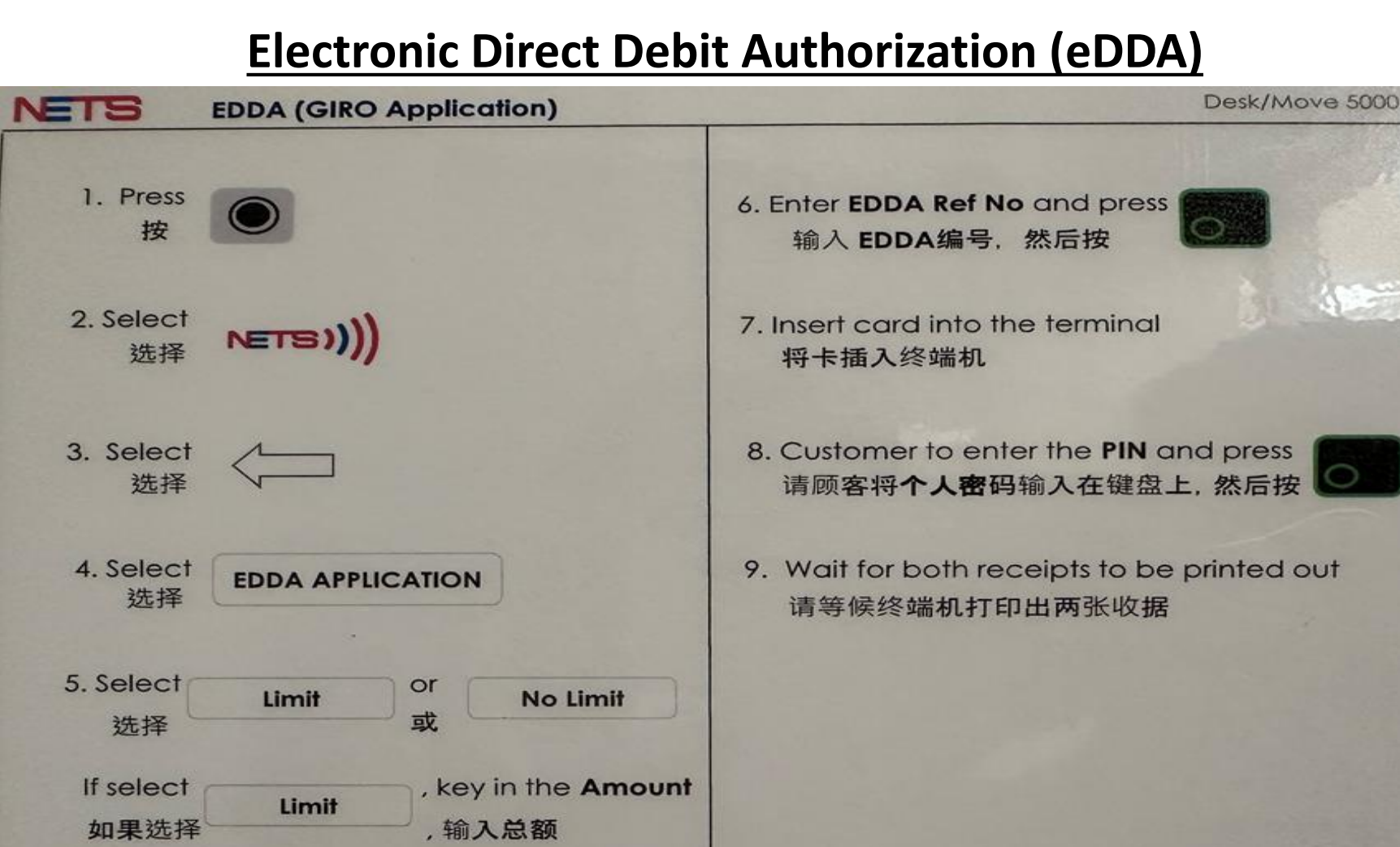
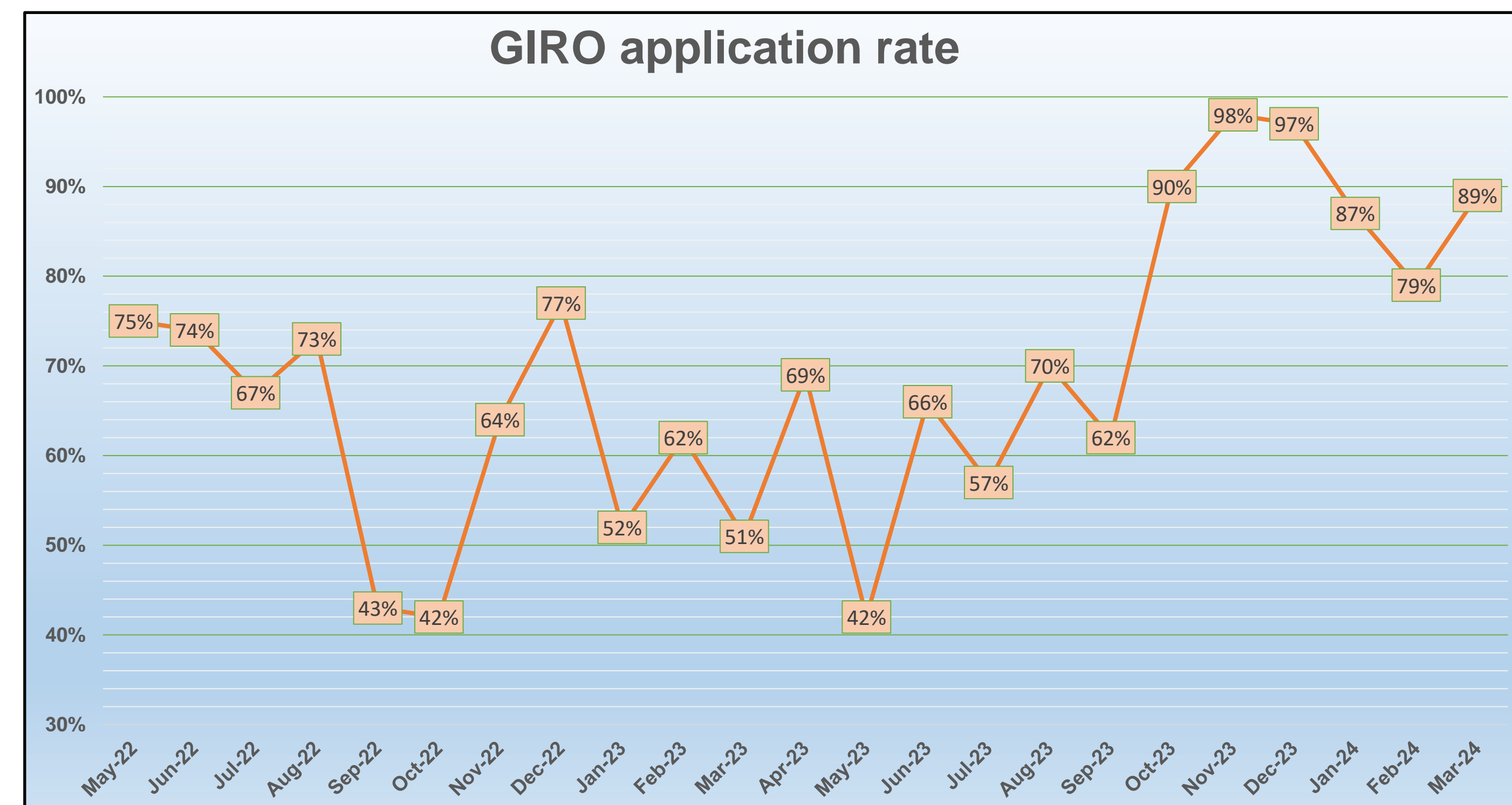
## Introduction

Patients with oocytes or embryos frozen after completing In-Vitro Fertilisation (IVF) treatments are charged an annual storage fee to continue their storage with KKIVF Centre. Stored oocytes and embryos will be disposed of in the event that payment of the annual storage fees are not made by the payment due date.

To ensure ease of annual storage payment and to reduce outstanding payments to the hospital, the centre together with our business office implemented the GIRO scheme for payment of the annual storage fee in May 2022. Electronic Direct Debit Authorization (eDDA) and Internet Direct Debit Authorization (iDDA) services were utilized. KKIVF staff nurses will activate the GIRO application with patients during their 1<sup>st</sup> visit in the centre to start the treatment cycle. However, the enrolment rate for GIRO in the initial phase was low.

## Results

The take up rate for GIRO application from October 2023 to March 2024 increased to 90 percent.



## Objectives

The aims of the project are to:

- ❖ Increase enrolment for GIRO
- ❖ Reduce outstanding accounts receivable to the hospital
- ❖ Automate the payment process
- ❖ Reduce inconvenience to patients by having auto-deduction instead of manual payment

The team also observed that:

- ❖ Patients were given clear financial counselling and explained on the purpose of enrolling into GIRO with information given by PSAs
- ❖ Nurse could focus on clinical duties to provide safe and efficient care to the patients
- ❖ Outstanding payments receivable to hospital was reduced

## Methodology

The initial implementation of GIRO was tasked to nurses to enroll patients during financial counselling. The team observed that the enrolment rate was only 61.5 percent from May 2022 to September 2023. Analysis of the root causes of low Giro take up rate showed that:

- ❖ Nurses were overwhelmed with clinical duties and unable to dedicate time to explain on the GIRO scheme to patients
- ❖ Nurse were unfamiliar with the use of the NETS terminal to do the GIRO application
- ❖ Patients decline to enroll into GIRO due to being unclear about purpose

The team decided to engage and train the patient service associates (PSAs) to do the financial counselling and initiate the GIRO application instead.

## Conclusion

The revised work process resulted in:

- ✓ Increase in GIRO application for annual payment of oocyte or embryo storage fee
- ✓ Increased staff satisfaction
- ✓ Enhanced patient experience
- ✓ Reduce risk of disruption in storage of oocyte / embryo