



Singapore Healthcare Management 2024

TRANSLATING CHANGES TO NASOENDOSCOPY TOSP GUIDELINES FOR FRONTLINE SPECIALIST OUTPATIENT CLINIC (SOC) USE

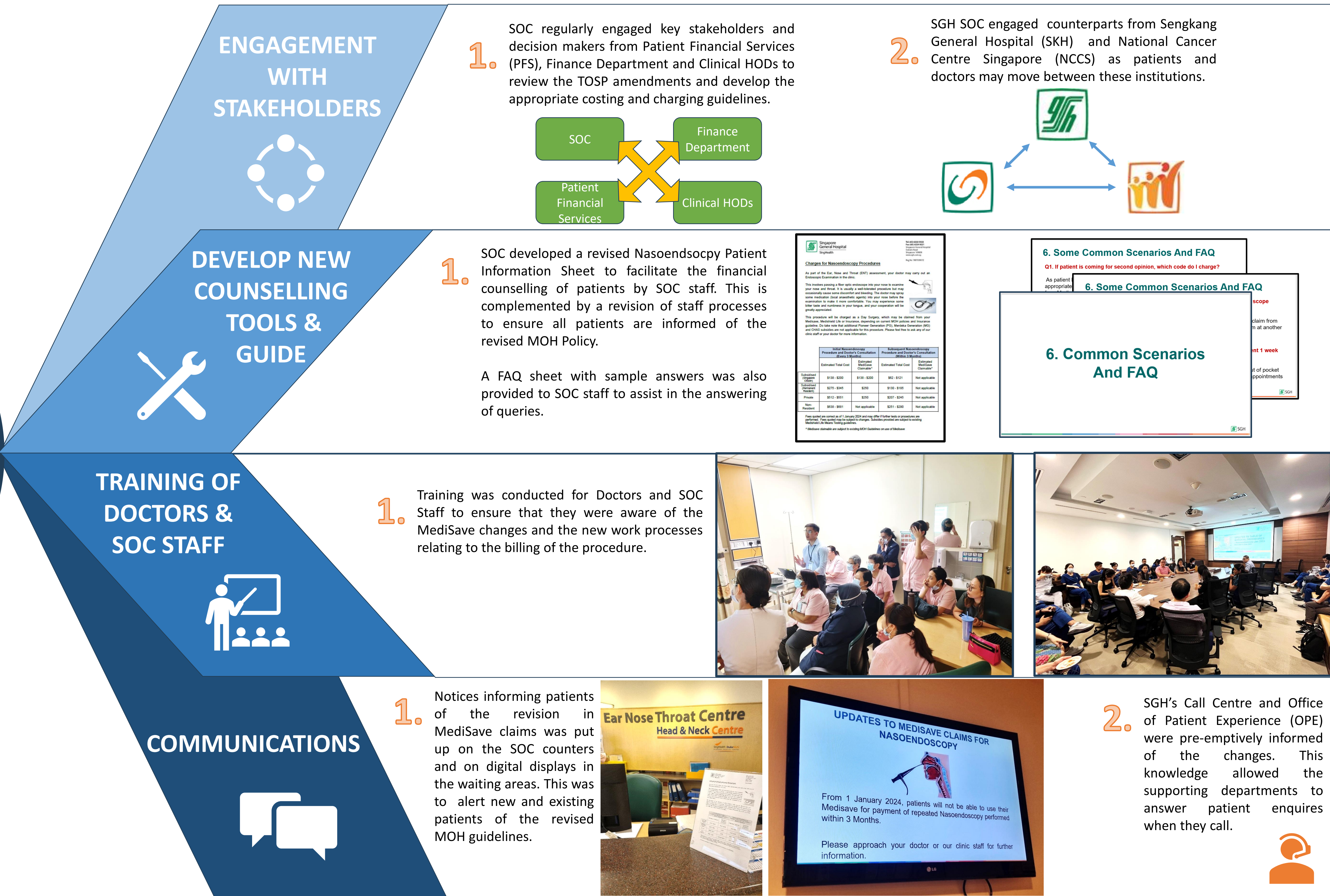
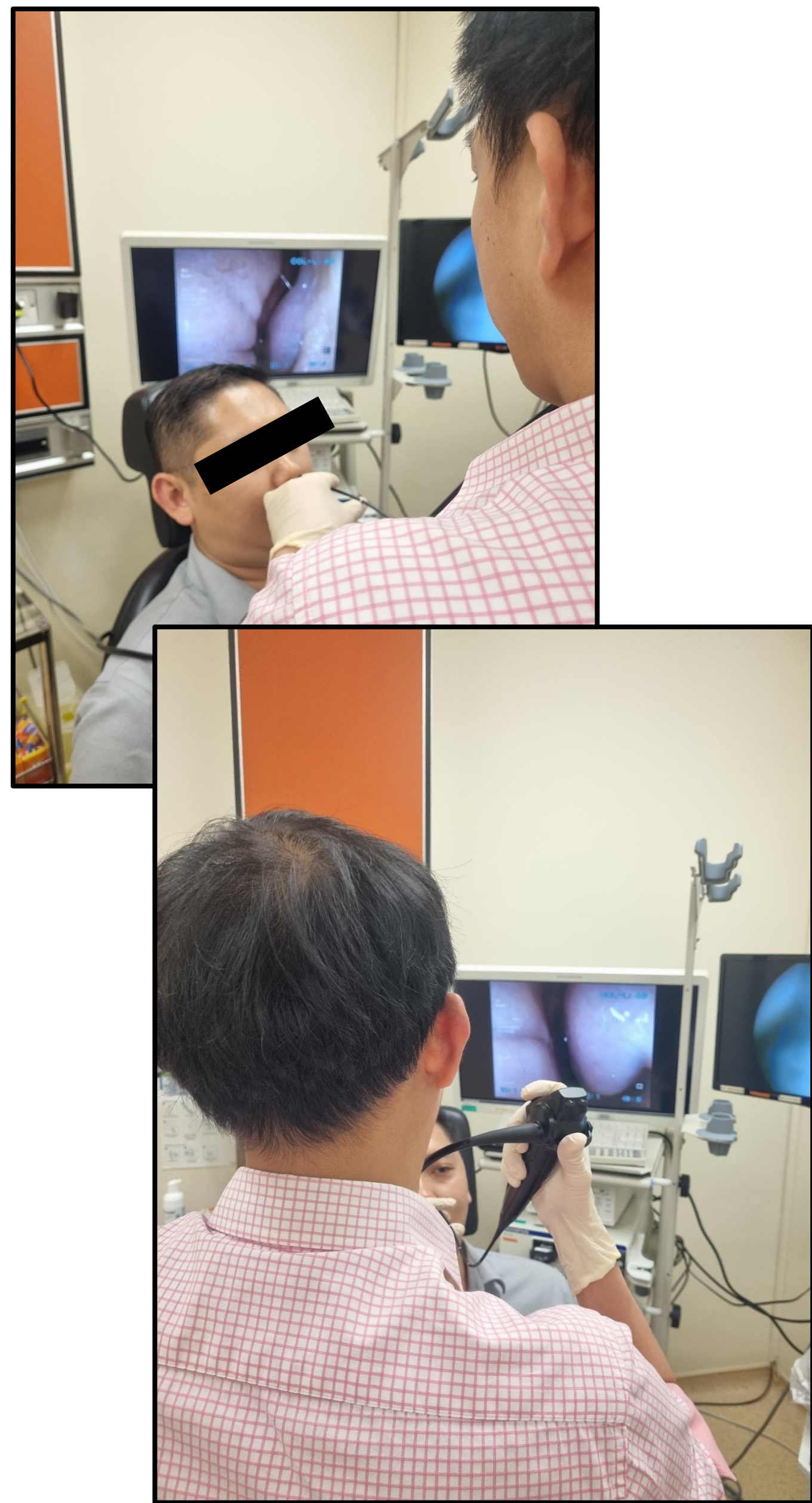
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Objective: To operationalize changes made to the guidelines of Nasoendoscopy Table of Surgical Procedure (TOSP) codes for MediSave Claims; and to incorporate these changes for frontline use.

Background: Otolaryngology (ENT) and Head & Neck Surgeons perform nasoendoscopy to assess and treat patient's condition. This in clinic day surgery procedure involves passing an endoscopic camera through the nose to observe the nasal and throat cavity. As a day surgery, patients may claim from their MediSave, MediShield Life and personal insurance for the procedure.

From January 2024, MOH introduced time-based restrictions to the Nasoendoscopy TOSP Code (SM700N, Table 1A). Patients will not be able to utilize their MediSave or MediShield Life benefits for a repeat nasoendoscopy within a 90-Days period after each claim. In SGH, this would affect approximately 6,800 patient visits each year.

This updated TOSP restrictions was made known to SOC in November 2023. Working closely with key stakeholders, SOC then developed four strategies to operationalize these changes within a two months period.



Observations: SOC successfully introduced a revised charging guidelines on 2 January 2024 to address the restrictions set by MOH on MediSave claims for Nasoendoscopy. In the first three months, a total of 10 enquires were received and were readily addressed by the trained SOC staff.

Learning Points: The successful roll out of the amended charging Nasoendoscopy can be attributed to:

- SOC Staff willingness to adapt and learn the new processes for financial counselling of Nasoendoscopy charging.
- Open and effective communication between the different departments.

Conclusion: Despite the short lead up period of two months, SOC was able to work key stakeholders to interpret, develop and implement strategies to meet pivotal changes in MOH's guidelines on MediSave Claims for in-clinic Nasoendoscopy day surgery procedure. SOC also effectively implemented the revised processes in frontline clinics with minimal feedback. This demonstrated the close and effective relationship between the different departments within SGH and the close collaboration between SingHealth institutions.