



Singapore Healthcare Management 2024

Relocation and Moving Towards Counterless Service

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Introduction

Civil Aviation Medical Examination Centre (CAMEC)

Our center is situated within CAAS's MyPEL Hub at Changi Airport Terminal 2, a collaboration between CAAS and CGH. We provide medical screening to aviation license holders, facilitating medical assessments, license renewal, and reviews. This provide pilots and air traffic controllers have convenient access to a range of services including medical tests, fitness evaluations, aeromedical reviews, and aviation medicine consultations. Our focus lies in CAAS Licensing Medical Examination for Class 1, 2, and 3, alongside FAA (US) and CASA (Australia) flying license medical exams.

Objectives

To relocate and streamline the processes and service expansion

To centralize CAMEC, licensing, and medical exams into one unified hub, enhancing the visit experience for pilots, ATCOs, and aircrew. Expansion plans include more consultation rooms and workspace, possibly for treadmill services. The visit will be enriched by providing seamless service where our staff attend to them directly, eliminating the need to register at counters. Additionally, a mobile tower will facilitate interactions and personal tasks like reading and using laptops.

Methodology - Form Follows Function

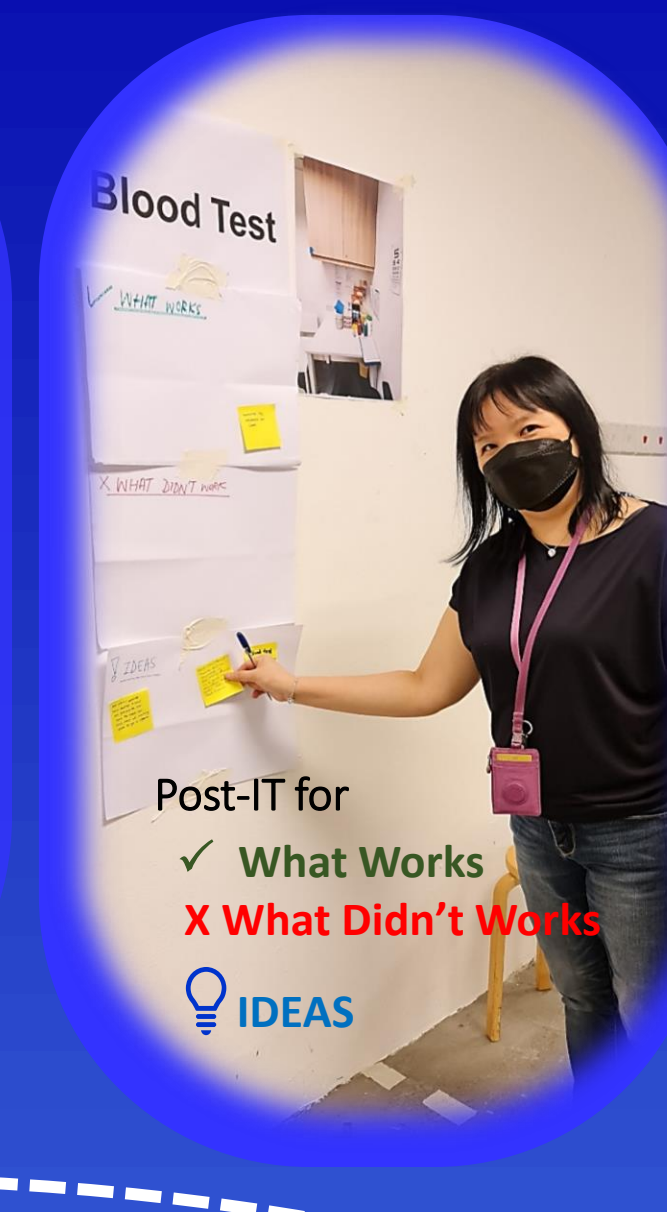
Mapping current processes for future use through simulations, following the guiding principles of 'Form follows function'

Process-Mapping

Relocate and streamlined the processes and space

The processes were mapped, and we ran numerous simulations for the new clinic layout to ensure they follow the principle of form following function, moving towards a counterless service and a more seamless service upon relocation.

1. Optimizing space – Tailoring architectural layouts to ensure efficiency and usability.
2. Ergonomic Design – Prioritizing functionality and ergonomics.
3. Spatial Flexibility – Promoting adaptability in all designs.
4. Minimalist Aesthetics - Focusing on simplicity and minimalism in all interior designs.
5. User-Centric Design - Prioritizing user needs at the core of the design process



Results

Relocation and Streamlined Processes

This "Form follows structure" helps build the new minimalist aesthetics and user-centric design layout, optimizing space ergonomically, increasing spatial flexibility, and enhancing staff teamwork, patient engagement, and overall comfort through thoughtful design.

Transition to a less cluttered, more service-oriented, and counterless medical center.



1. Enhanced Patient Experience
Counterless settings enhance the patient experience by removing physical barriers, allowing for direct, personalized interactions. This welcoming environment makes patients feel valued, improves access to services, and ensures prompt assistance from staff.

3. Enhanced Communication and Teamwork
Open, counterless spaces encourage more face-to-face communication among team members, leading to better information exchange and collaboration. This enhances teamwork by ensuring everyone is informed and aligned on patient care plans.

4. Enhanced Space Optimisation
With less floor area, we added more services and consult rooms (increase from 3 to 4) and a counterless setting with modular furniture for evolving functions. This approach ensures efficient space utilization, emphasizing usability while maintaining a cohesive design that seamlessly integrates purpose and aesthetics.

5. Enhanced Spatial Flexibility
The interior design adapts to diverse needs, allowing spaces to adjust for evolving functions. Modular furniture and movable partitions enable seamless transitions and safe distancing, especially important during a pandemic.

2. Enhanced Ergonomic Design
Cultivating a cosy ambiance by incorporating ergonomic measurements and height specifications in the design of its mobile counters and cushioned chairs.

Future Plans

1. Enhanced PDPA compliance by incorporating additional modular furniture or fixtures.
2. Utilise the reserved "white space" to integrate Treadmill services for future service expansion.

Bringing you to new heights - CGH in collaboration with Civil Aviation Authority of Singapore (CAAS) since 2020

