



# Going e-Bill for Outpatient Cases in SKH

## Making Payment Easy On-the-Go

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### Background

As part of the strategic direction towards digitalization, there is a need to identify opportunities in existing process flows and setup that will enable us to easily encourage and modify patients' behaviour to "go digital" and increase the adoption rates of e-Services such as Health Buddy App's (HB) Mobile Payment – to make payment of bills easily on-the-go; anytime and anywhere. Since the implementation of "Why Q Pay Anytime?" in SKH (also colloquially known as Drop n Go) from mid-2020, the take-up rate for HB's Mobile Payment hovers at about 31.9%.

### Project Aims



Increase Adoption of HB app's Mobile Payment in Outpatient setting



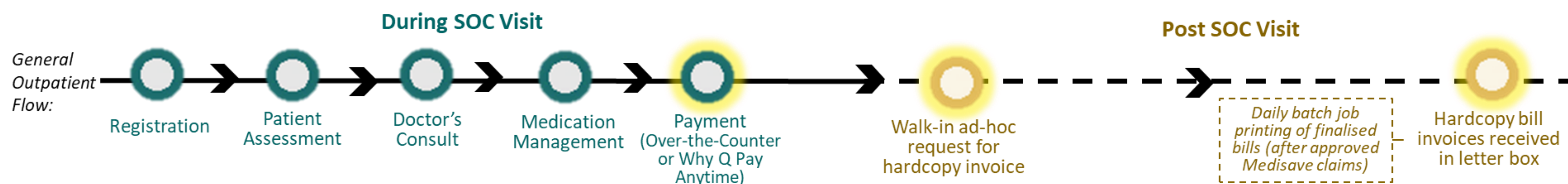
Educate & Encourage Patients / NOKs on Health Buddy for easy on-the-go, off-site payment



Reduce use of hardcopy white paper and mailing of outpatient bill invoices to patients as part of "going green"

### Methodology

1 Mapping out current patient / NOK touch-points for payment / billing activities (i.e. both within and outside of Hospital grounds)

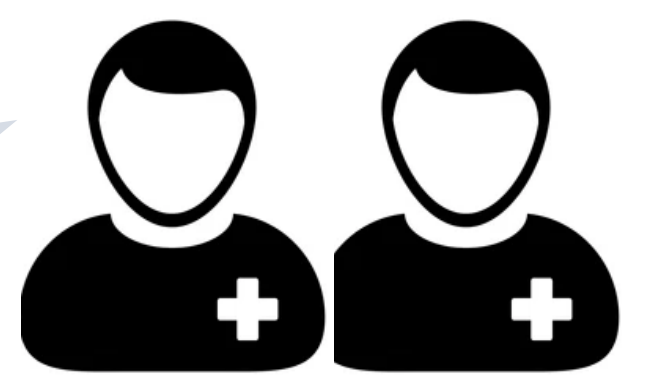


\*Yellow highlights refer to touchpoints where there is a related payment or billing activity

2 Asking the "5 Whys" to identify reasons on current reliance on hardcopy bill invoices at the different touchpoints

Common reasons are:

- 1) Mailing of hardcopy invoices with finalised bill status as means of notification on outstanding amount after MCPS / CCPS claim approval status
- 2) Hardcopy Bill Invoice for Claims from External Insurance
- 3) Unfamiliar to HB App's Mobile Payment – Lack of awareness amongst Patients

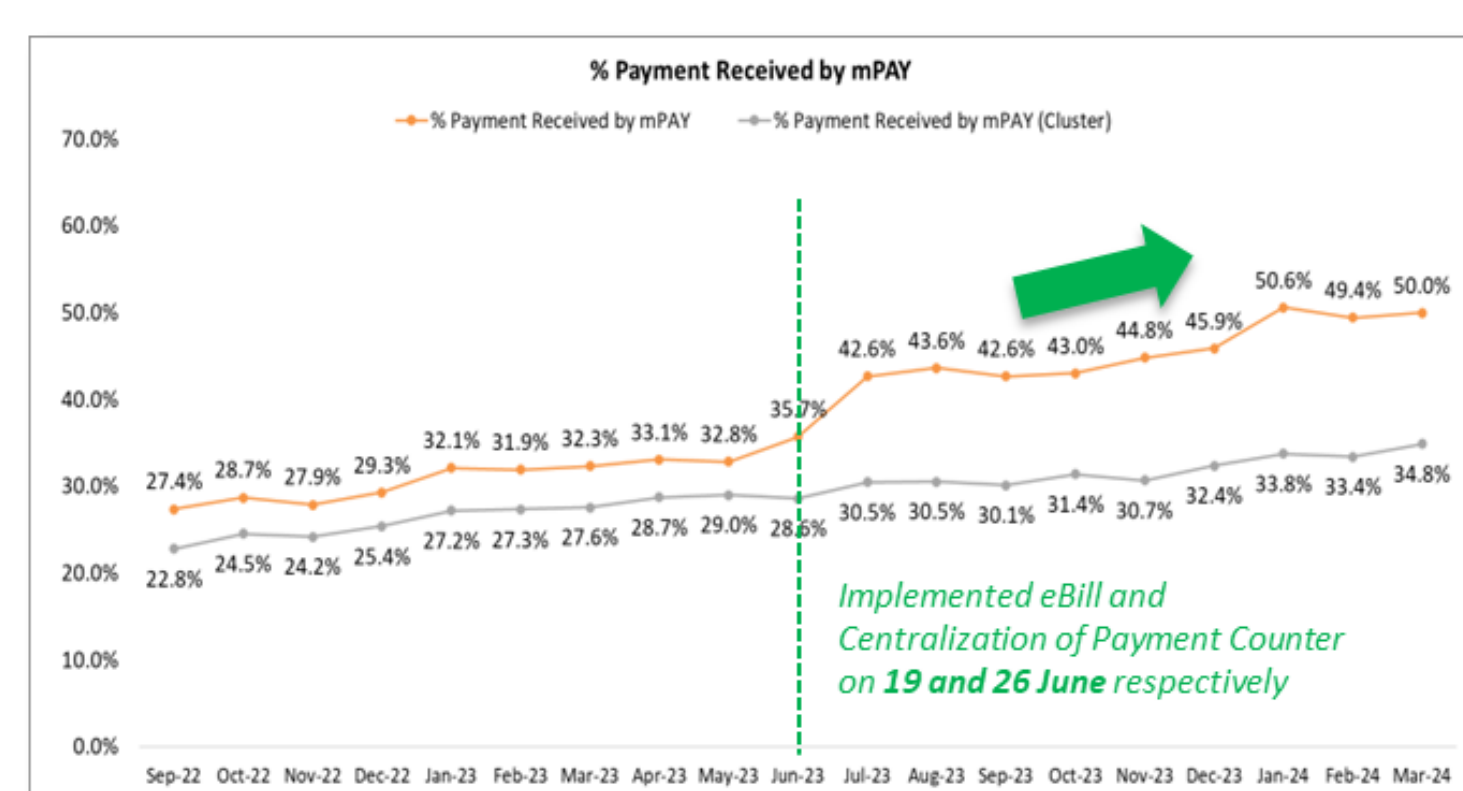


3 Identifying quick wins through stakeholder engagement with Business Office and IT:  
a) Turning on the additional SMS / PN notification on bill reminder to inform patients on outstanding amount once claims approved  
b) Turning off batch job for the daily mass printing of outpatient bill invoices  
c) Verifying on system capability where invoices with finalised bill status in OAS will be made available as PDF softcopy in Health Buddy App for patient's immediate retrieval

4 FAQs were developed with inputs from Communications) for key stakeholder engagement & frontliner staff briefing in 4 Apr 2023. This also included the suggestion to perform small "nudges" at different touchpoints of patients' journey (e.g. over-the-counter transactions, after doctor consult from the room, etc.) to encourage use of HB app's Mobile Payment  
• Senior Management was apprised on the project in April 2024

5 E-Bill for Outpatient Cases in SKH was implemented 19 June 2023  
• Post-4 week monitoring was introduced with minimal feedback or issues reported from the ground

### Results



**> 50%** Increase in % payment received via HB app's Mobile Payment

**100%** Eliminated manual mailing of hardcopy bill invoices that was previously printed on a daily basis

**~375,000** Pieces of white rim paper saved per year

### Conclusion

Workgroup successfully implemented this for all Outpatient setting in SKH with full support from all other outpatient-fronting centres (i.e. Rehab Centre, Radiology, Outpatient Pharmacy, Clinical Measurement Centre) since 19 June 2023. Since the roll-out, adoption rate of mobile payment in Health Buddy App has continued to see high adoption rates.

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