

Project Title

Patient Experience (PX) Financial Assistance Anytime, Anywhere

Project Lead and Members

Project lead: Ms Jojo Yang Bin

Project members:

Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Healthcare Administrators

Project Period

Start date: 4 Dec 2023

Completed date: 29 Feb 2024

Aims

PX aims to be a self-help digital platform to change traditional work process where patients need to meet MSWs physically for financial assistance.

Background

See poster appended/below

Methods

See poster appended/below

Results

From 4 Dec 2023 to 29 Feb 2024, out of 257 patients, who submitted their financial application requests via PX, 174 requests are for financial renewal while 83 are new financial assistance requests.

Conclusion

See poster appended/below

Project Category

Technology

Digitalisation, Digital Platforms

Keywords

Food Waste, Food Services Department, Waste Bag, Disposal Task, Odour Pollution, Vermin Infestations, Food Digester System, Decomposition, Auto-lifter, Portable Water

Name and Email of Project Contact Person(s)

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Patient Experience (PX)

Financial Assistance Anytime, Anywhere

PX as a self-help digital platform, has changed the traditional work process where patients need to meet MSWs physically for financial assistance.

PX has enabled patients to self-manage their financial application at their convenience anywhere and anytime without having to call and get an physical appointment which can be frustrating.

MSWs are also able to exercise greater flexibility in time management of their cases as they could attend to the assistance requests anytime without having to be confined to a physical appointment with patients. This has also allowed opportunities for us to upskill our support staff to support the remote assessment of financial applications.

Outcome

From 4 Dec 2023 to 29 Feb 2024, out of 257 patients, who submitted their financial application requests via PX, 174 requests are for financial renewal while 83 are new financial assistance requests.

Time Period	Total number of unique patients applying for financial assistance	Number of unique patients applying financial assistance via PX	Percentage of PX utilisation
4 Dec to 31 Dec 2023	636	27	4%
1 Jan to 31 Jan 2024	707	123	17%
1 Feb to 29 Feb 2024	638	107	16.8%

Time Period	Total number of unique PX applications	Renewal cases	New cases
4 Dec to 31 Dec 2023	27	13	14
1 Jan to 31 Jan 2024	123	80	43
1 Feb to 29 Feb 2024	107	81	26
Total	257	174	83

Apply for Financial Assistance online

If you are looking to apply or renew your Financial Assistance for your medical bills, you can now do it online!

Scan the QR code below to begin:



We may contact you for more information after submission. Otherwise, please turn up for your appointment as scheduled.

