# Operation Side

# QMS

Queue Journey Management for the screening

ISS Team to access the feasibility to build up the QMS into PHS

Option 1:

1. Participant come in to registration, PHS issue a Queue number

* Add every participant into one queue.
* The queue can be managed by the PHS app. Such as add, remove, adjust order, etc.

1. A Journey determined at registration, contains list of customer selected stations.
2. A Journey should contain each station in order.
3. Participate can skip any station at any time in journey.
4. Any unselected station can be added into selected stations in journey.

Option 2 (preferred):

Alternative is to manage separate queue for each station, so total 7 queue.

1. Participant need to scan in station to add himself in the queue of a station.
2. Only need queue for 4 stations. (HX taking, Reg, Oral Health, Doctor Consult)

ISS Team to access the possibility to add sms Queue feature.

ISS Team to access the feasibility to support Tagging the participant as priorities in each queue.

## Registration Form

Biggest concern is to avoid re-enter common information, such as NRIC, Name, etc.

* Max length of certain field should be restrict for entering.

For example: The entered NRIC should not exceed 9 characters.

* Validation of certain filed should be supported in PHS, such as validation of NRIC, DOB

### Blood Testing

Currently Blood Testing data is collected by NUH using excel.

Blood Taking form

* To capture Blood test data.
* PHS is able to extract all data in excel format
* Data Extraction is based on the selected fields by user. (View Customization)

### Pre-Registration

* Capture contact detail of participant. (public pre-registration may be not possible, security concerns)

Option1: PHS only support one way update, the latest demographic data overwrites the old one.

Option2: Each time submit a new contact detail, PHS keep all submitted copies.

* Volunteer help participant to do pre-registration.
* On Registration date, the pre-registration data is able to pull out by participant name or NRIC

Form-A tracking is done by track the completion status of each form.

* Volunteer to track the participant status

Digitalize any forms, ISS to access the possibility to digitalize Geri Screening, WCE, FIT forms.

### Hx Taking

* ?

### Dr Consult

* Main concern is need a queue feature for Dr Consult.
* If 7 rooms, PHS to maintain a separate for each room, and show current queue number

### Oral Health

* No need to capture data, maybe only need to pull the common participant detail
* only concern is QMS

Geriatrics

* ?

Social Support

* Currently no existing form, new form to be introduced.
* It can be assigned at any station.

PHS to support Role-based form view

* Same form is able to show different Form view by role

For example: Doctor only see form view with certain fields (not require to show all fields)

Summary view feature

* PHS team to provide the list of fields required in summary view.
* All the sections can be minimized in UI screen except summary view section
* ISS Team to access the feasibility to support Colour code or alert text for each section

Multiple languages support in form content.

* Eng + Chinese
* Eng + Malay
* Eng + Indian
* Eng + ?

### Exhibition

* N.A. ?