

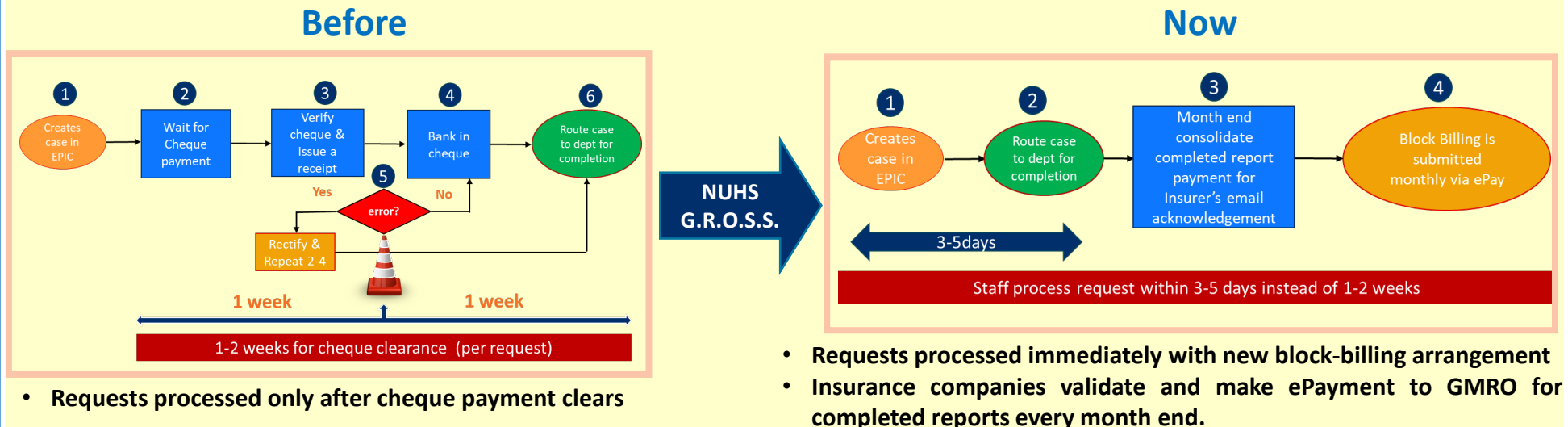
NUHS G.R.O.S.S. #510**Improved Billing Arrangement with Major Insurance Companies****What is Stupid?
Why is it Stupid?**

Insurance companies send in medical report request via email to MRO but sends in cheque payment by post.

Payment reconciliation is manual and time-consuming. It also delays the overall report processing time.

Resulted in unnecessary
Non-value adding manual work

- (1) Identify cheque belonged to which patient and issue receipt.
- (2) 1 week lead time for cheque clearance and additional week if cheque needs to be re-issued due to incorrect information
- (3) Walk to Business Office to deposit cheque
- (4) Risk of lost cheque or bounced cheque

What was Implemented?**GMRO Phased Out Cheque Payment and Introduced Block-Billing Centralised Payment****Impact**

- By June 2024 : Successfully onboarded block-billing for major Insurance companies such as Great Eastern, Prudential, AIA, NTUC Income, Singlife and Raffles Health Institution.
- Improved efficiency
 - Insurance companies : centralized payment system eliminates lost or bounced cheque.
 - Patients : receive reports faster with significant reduction due to faster payment verification. Overall processing time reduced from 2 weeks to 1 week (savings of 7 days)
 - GMRO (NTFGH/NUH/AH) : 71 man-hours saved per month (428 insurance medical report x 10 mins verifying cheque and issuing receipt)
 - GMRO can use time saved to do more meaningful tasks such as quality check for reports and follow-up with departments for medical reports

NUHS Group Medical Records Office (GMRO)

Improved Billing Arrangement with Major Insurance Companies

GMRO phased out cheque payment and introduced month end block-billing centralised payment



Jimmy
Yeap

Yvonne
Soh

Jennie
Sun

Vatini
Ng

Lim
Mui Lan

Tan
Wei Lei

Alvin
Goh

Alex
Tan

Improved Efficiency!

- Patients receive reports faster (by a week) with improved payment verification turnaround
- GMRO saved 71 man-hours per month from cheque payment verification and processing time

NUHS Get Rid of "Stupid" Stuff Success Story

Digitalised Inpatient Hemodialysis Schedule List

**What is Stupid?
Why is it Stupid?**



Renal nurses had to manually record the daily inpatient hemodialysis (HD) list and send across to Admin Office for HD scheduling.

Disadvantages

- Manual process
- Inefficient
- Waste time
- Waste paper

What was Implemented?

Digitalized Inpatient Hemodialysis Schedule List

<p><u>Before</u></p> <p>Manual recording on notebooks</p> 		<p><u>Now</u></p> <ul style="list-style-type: none"> • Inpatient Hemodialysis (HD) Schedule List now saved in OneDrive • With access to live updates, <ul style="list-style-type: none"> ○ Admin Office can schedule the earliest HD appointment ○ Porterage can arrange dialysis patients' transport in a timely manner ○ Food Services can prepare and deliver meals to patients on time
--	---	--

Impact

- *Time savings : 144 hours annually*
- *Cost savings : \$112.32 annually*
- *Improved patient experience*
- *Improved productivity and communications between nurses and ops team*

NTFGH Kidney Unit

Digitalised Inpatient Hemodialysis Schedule List on OneDrive Eliminated manual recording

- **Admin Office** can schedule the earliest HD appointment
- **Portering** can arrange timely transport for dialysis patients
- **Food Services** can prepare and deliver meals to patients on time
- **Time savings** : 144 hours annually
- **Cost savings** : \$112.32 annually
- **Improved patient experience, productivity and communications** between nurses and ops team



NUHS Get Rid of “Stupid” Stuff Success Story