

# SMALL STEPS TO BIG CHANGES



## NO MORE REPORT RETAKES – SMARTER MEDICAL REPORTING

Reduce Errors with Smartphrase Medical Report Template

### CHALLENGES



- Manual text insertion slows down medical reporting
- Error-prone manual processes increase the risk of typos in patient identifiers, dates, report types and provider signatures
- Error amendments delay turnaround time, impacting report delivery for both General Medicine and Medical Records Office

### IMPLEMENTATIONS

“Leveraging “Smart” Technology”

## Automation: Integrating Smartphrase technology into Medical Report (MR) Template

### Smartphrase Medical Report Template

#### Auto-population of Generic Data

User SmartPhrase

Do not include confidential health information or patient-specific data in SmartPhrases.

Date: @TODAYDATE@ 1

Dear Sir/ Madam,

Name : @NAME@ 2  
 NRIC No : @MRN@

ORDINARY MEDICAL REPORT 3 NAME@ [@MRN@]

I refer to your request for a medical report on the above mentioned.

<Content>

Yours Sincerely, 4

DR NAME  
 DESIGNATION  
 DEPARTMENT OF GENERAL SURGERY  
 NG TENG FONG GENERAL HOSPITAL AND  
 JURONG COMMUNITY HOSPITAL

Once the template is created, it can be shared to different users within the same department

#### Example of drop-down smart 3

Dear Sir/ Madam,

Name : PRODUCTION SHAKEDOWN TEST 1  
 NRIC No : S0000000J

(MR:230000003) ON PRODUCTION SHAKEDOWN TEST 1 (S0000000J)

I refer to your request for a medical report on the above mentioned.

<Content>

Yours Sincerely,

Click on '[NGEMR HIM JHC MEDICAL REPORT.230000003]' and select F2 from your keyboard.

### OUTCOMES

- ✓ Fewer errors with correction rates dropping from 12% to 7% and 5% during the trial
- ✓ Greater accuracy with General Medicine's error rate reduced to just 2%, minimising corrections for MRO
- ✓ Faster processing with an average turnaround time improvement to 23 days, beating the 30-day target
- ✓ Enhanced efficiency by streamlining reporting with fewer corrections

### KEY

THANK YOU FOR SHARING

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Explore alternative solutions and leverage smart technology to overcome challenge(s)