

NUHS G.R.O.S.S. #221**Relocation of Urea Breath Test (UBT) from Endoscopy Centre (EC) to SOC****What is Stupid?
Why is it Stupid?**

- Patient has to report to various locations for UBT appointment and doctor's appointment.
- Endoscopy is located in a restricted area, requiring special entry access.
- UBT is a non-invasive and non-endoscopic test that can be performed at Specialist Outpatient Clinics (SOC), which is more convenient for patients.

What was Implemented?

From 1 April 2024, UBT Service was relocated to SOC A32.

Before

1. Patient registers at **Tower B, Level 2, AO**.
2. Porter escorts patient to **Tower B, Level 3, EC** for UBT.
3. After UBT, patient proceeds to Level 3 Discharge Lounge to obtain gantry exit pass.
4. Patient goes to **Tower A, SOC** for registration of Doctor's appointment.

**NUHS
G.R.O.S.S.**

Now

- Patient can proceed to **Tower A, SOC A32** for UBT test and Doctor's consultation.
- Reduced unnecessary registration workload at multiple locations.

Impact

- At least **50%** of patients can have the UBT test and doctor consultation in the same clinic.
- Time saved : **≥ 25 mins** of travel and waiting time at various areas.
- Reduced unnecessary use of at least **50 porter** tasks monthly.
- Improved patient satisfaction and experience as patient can access both test, results and consultation at one location.

NTFGH Endoscopy Department

Relocation of Urea Breath Test (UBT) from Endoscopy Centre (EC) to SOC

By relocating UBT Service to SOC A32, patients can now proceed to SOC A32 for registration of both UBT and Doctor's consultation. This reduces unnecessary registration workload at multiple locations

- Time saved : ≥ 25 mins of travel and waiting time at various areas
- Reduced unnecessary use of 50 porter tasks monthly.



ANC Ma Xueyun, SNM Zhang Rong, ADoN Joanna Tan, AdoN Nancy Yeo, NC Manjinder Kaur, Ms Annette Aw