

SUCCESS STORY

Healthcare



INTEGRATED HOSPITAL MANAGEMENT SYSTEM

National Skin Centre, Singapore

TOWARDS A PAPERLESS MEDICAL CENTRE

The mission of the National Skin Centre, Singapore is to be the national & regional referral centre of excellence for the diagnosis & treatment of skin diseases. NSC is committed to provide cost-effective & specialized care of medical skin conditions in a setting of intensive medical research & quality education.

To do this, the NSC brings together specialists in dermatology into one institution, which develops expertise in various sub-specialties & acts as the national focus for the treatment, research, & training on all aspects of skin diseases.

The NSC presently consults and treats about 950 outpatients per day. In view of the growth in patient numbers in recent years, the NSC commissioned the implementation of a new computer system that is fully integrated to support its clinical & administrative functions.

Reducing waiting times has always been a challenge to hospitals who wish to improve service levels to their patients. At NSC, tackling new targets meant that they had to streamline processes and at the same time, harness technology to develop an ideal solution.

VESALIUS, our Hospital Information System (HIS) was deployed with an Electronic Medical Record module in NSC to provide a seamless patient-workflow system that would set improved service level standards for the industry.

“We must develop and constantly adapt to serve our patients better. Our new computerized system has greatly improved efficiency and improved our work processes. Now, we can call up important patient information - at a touch of a button.”

Prof Goh Chee Leok, Director, National Skin Centre

IMPROVING SERVICE LEVELS

With VESALIUS, NSC doctors can better manage the patients waiting to see them. For example, the queue list is colour-coded to alert the doctor if the patient has been left unattended for too long.

During the consultation, a doctor can retrieve and review historical data on the screen. As part of the project, handwritten medical records were scanned into the system to provide a complete history of a patient's visits. This eliminates the need to extract physical folders from the Medical Records Office during consultations.

The doctors are alerted by the system if a medication the patient is allergic to is accidentally prescribed. With all prescriptions and outcomes captured online, NSC can in future “mine” its wealth of data to determine best course of medicine for its patients.





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IMPROVING SERVICE LEVELS

Similarly, lab investigations, nursing and surgical procedures can also be ordered electronically.

The system is used to manage & track outstanding items such as laboratory results, replies to referrals, medical reports & various notifications to external agencies. In the past, these activities had taken up a lot of the doctors' time & effort to consolidate & complete.

Outpatient waiting times are tracked real-time at all points of service such as registration, pharmacy and billing to ensure that they are within targeted limits.

When the waiting times are deemed too long in a particular clinic, Clinic Manager can quickly make the decision to re-assign patients to different rooms, so that the best resources are deployed to where it is most needed – saving both time and effort.

In most cases, the electronic prescription allows the pharmacy to prepare the medication as the patient proceeds to the pharmacy from the clinic, so that it is ready for collection by the time the patient arrives at the pharmacy. This has helped NSC to drastically reduce the processing and waiting time at the pharmacy.

This truly paperless system makes long waits to see the doctor, collect prescriptions and make payments a thing of the past

20,000 patients per month
250,000 patient records
2 million scanned medical records

ONE INTEGRATED SYSTEM

PROJECT HIGHLIGHTS

- **Physician Support System (PSS)** – this module automates the outpatient workflow for the doctor, from the Queue Management right up to Diagnosis and preparing Medical Certificates. From the desktop, the doctor has secure access to all relevant information such as past diagnosis and lab results, and functions such as Order Management for him to operate and communicate efficiently with other departments. As a measure of wide-acceptance of our clinical solution, PSS is utilized by 100% of the doctors and nurses.
- **Electronic Prescriptions** – Doctors employ the system to enter prescriptions that are routed directly to the pharmacy. Patient Safety is enhanced as prescriptions are checked against the patient's drug allergies.
- **Electronic Medical Records (EMR)** – This module ensures

that all vital clinical information is always online and available to the caregiver. With EMR at their fingertips, doctors and physicians no longer need to wait for their physical Case Notes for reference.

- **E-Appointments** - Patients can book, change and cancel appointments online. Two days before the appointment, a reminder in the form of a text message will be sent to the patient's mobile phone.
- **Self-Registration** - On the day of the appointment, a patient merely needs to scan his identity card or appointment card at the self-registration kiosk instead of joining the registration queue. These colourfully designed kiosks are strategically located at the clinics.
- **Realtime Clinic Management** – From the desktop, the Clinical Manager can track waiting times at all services points to ensure that key performance indicators are met. When patient queues get exceedingly long, the Manager can transfer patients to another clinic or ask another doctor to help out in the clinic.

