



# Healthcare Supplier Awards

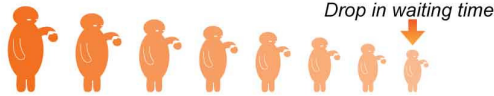
Name of Organisation: TalariaX Pte Ltd (Mr. JS Wong)

Project Title: Improved Clinical Services Automated by SMS Technology

## BACKGROUND

The project was initiated in April 2012 and implemented on July/August 2012 by KTPH Dental, with the objectives to:

- Ease congestion in Dental Surgery
- Reduce waiting time for patients
- Achieve faster turn-around time for patients  
*(Removes the requirement for long awaited advance booking)*
- Reduce calls made to the Call Centre  
*(By moving routine and predictable treatments while freeing up specialists resources for more complicated cases)*
- Reduce no-show cases *(and potential costs)* to KTPH.



## BENEFITS/ACHIEVEMENTS

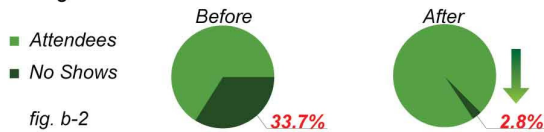
- Allows the diversion of routine cases to B1 Dental, reducing the queue and congestion at the Dental Surgery clinic.
- Patient treatment efficiency increases as B1 Dental focuses on scaling and review cases, hence simplifying the operation and process on the B1 Dental Clinic.



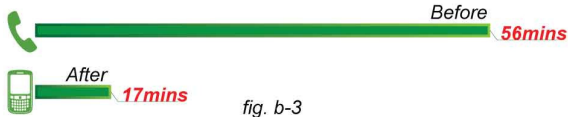
- Average number of patients seen increases due to booking and allocation efficiency.
- Leadtime to get an appointment for Scaling & Review is reduced substantially from 159 days to 0 days as appointments are made on the same day.



- Reduced no show from 33.7% to 2.8%, translates as cost savings to KTPH.



- Turnaround time (from booking to complete treatment) reduced from 56 minutes to 17 minutes, saving patients time.



- Easy to reserve and fully automated booking approach, reducing costs to KTPH.
- Manual over-write is made available for clinic staff to book for non-tech savvy elderly patients.

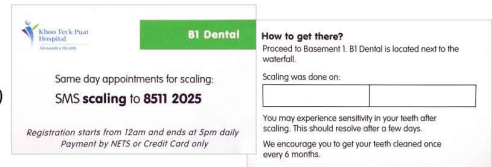
\* Figures b-1 to b-3 were derived from a survey conducted with 51 patients, out of which, 98% expressed great satisfaction with the prompt treatments.

## EXECUTION STRATEGY

To adopt a low cost approach for KTPH and its patients by deploying SMS technology for a self facilitating appointment making system, committed solely by the patients.

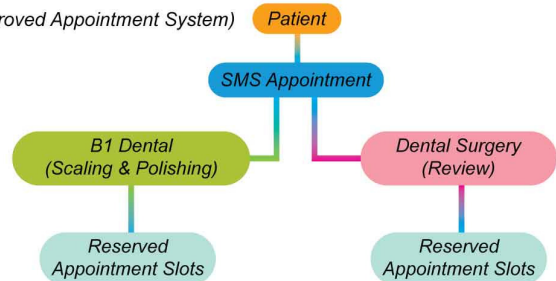
- As SMS systems are deployed on a cloud solution, it reduces IT systems cost for KTPH and its patients.
- When a patient text (SMS) in for an appointment slot - an automated matching engine assigns and allocates the next available slot to the patient.
- Reduce on waiting time, as only an appointment on the same day can be made.
- To educate patients on the reservation process; flyers and instructional cards were printed and distributed.

(\*Instructional Appointment Making Cards)



- Communications were sent via SMS as well.
- With a simplified process, accuracy in matching rates automatically improves.
- With a segregation of 2 different queue types (Scaling/Polishing & Review), enables appointments to be made accurately for specific types of treatments.

(\*Improved Appointment System)



## CONCLUSION

An SMS automated appointment system proves a positive business impact to KTPH as it encourages better resource utilisation and improve business efficiency by process specialisation (reduce hands-on/hands-off steps).

Immense potential in applying similar approach to predictable treatment in other medical specialities, in extension of benefits to other departments within KTPH.

Drastically improve patient-care experience, through faster & more efficient services.

KTPH & industry (vendor-TalariaX) partnership that resulted in low investment to KTPH and yielded great results to KTPH promoting beneficial healthcare in Singapore.