



Patient Engagement

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Hurting the hands that heal: Cases of abuse, harassment of public healthcare workers on the rise



File photo of a hospital in Singapore.

SINGAPORE: Amir* was trying to stop a patient from leaving his ward when a punch landed on his left cheek so hard that his nose started bleeding.

"I was shocked," said Amir, a health attendant at Singapore General Hospital (SGH) who said he had not experienced anything like this in his 15 years on the job.

Source: Channelnewsasia (23 Feb 2021)



SGH - almost 3000 patient compliments each month!

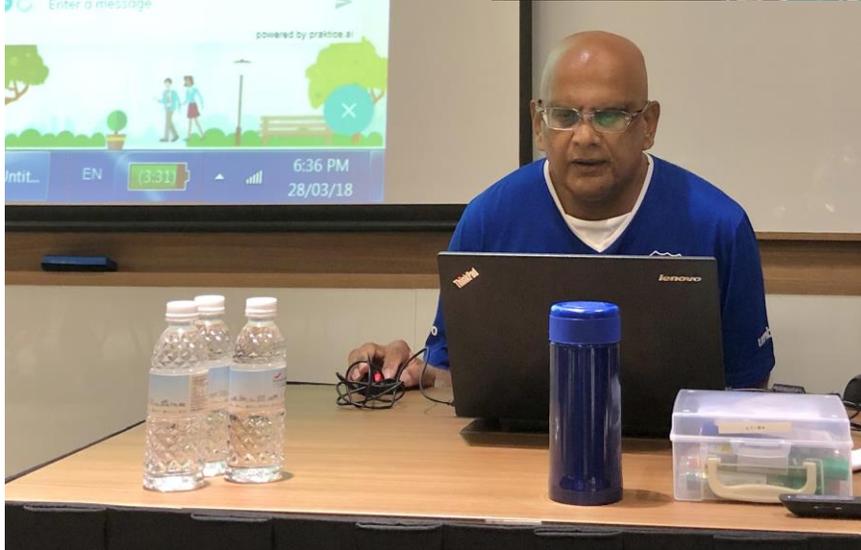
- 1.8 mil Polyclinic Patient Attendances
- 2.5 mil SOC Patient Attendances

Source: SingHealth Annual Report 2019/20

How do we engage our patients in our projects?



Part of the Team!



Future Outpatient Journey



SingHealth Admissions Buddy

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Institution	Admission	Pre-Adm Test	Case Number	Specialty	Planned Treatment / Procedure
Singapore General Hospital	24/10/2016 Inpatient	17/10/2016	6716301809C	Orthopaedic Surgery	6A TOTAL KNEE REPLACEMENT (UNILATERAL)

Ward Type : B2

Based on 5-day stay
This likely total hospital bill depends on the patient's condition. Please be prepared for a range of potential scenarios.

	LIKELY	COMPLEX
Likely Total (\$)	20,895	25,074
Estimated Cash Payment (\$)	120	4,298

How your Estimated Bill is covered

ITEM	AMOUNT (\$)
Your Likely Total	20,895
Less: Government Subsidy	(13,315)
Your Portion to Pay	7,580
Proposed Payment Plan	
MediShield Life / Integrated Shield Plan	(4,020)
Medisave Claim Allowable	(3,440)
Your Likely Cash Payment / Initial Deposit	120

Pay Deposit

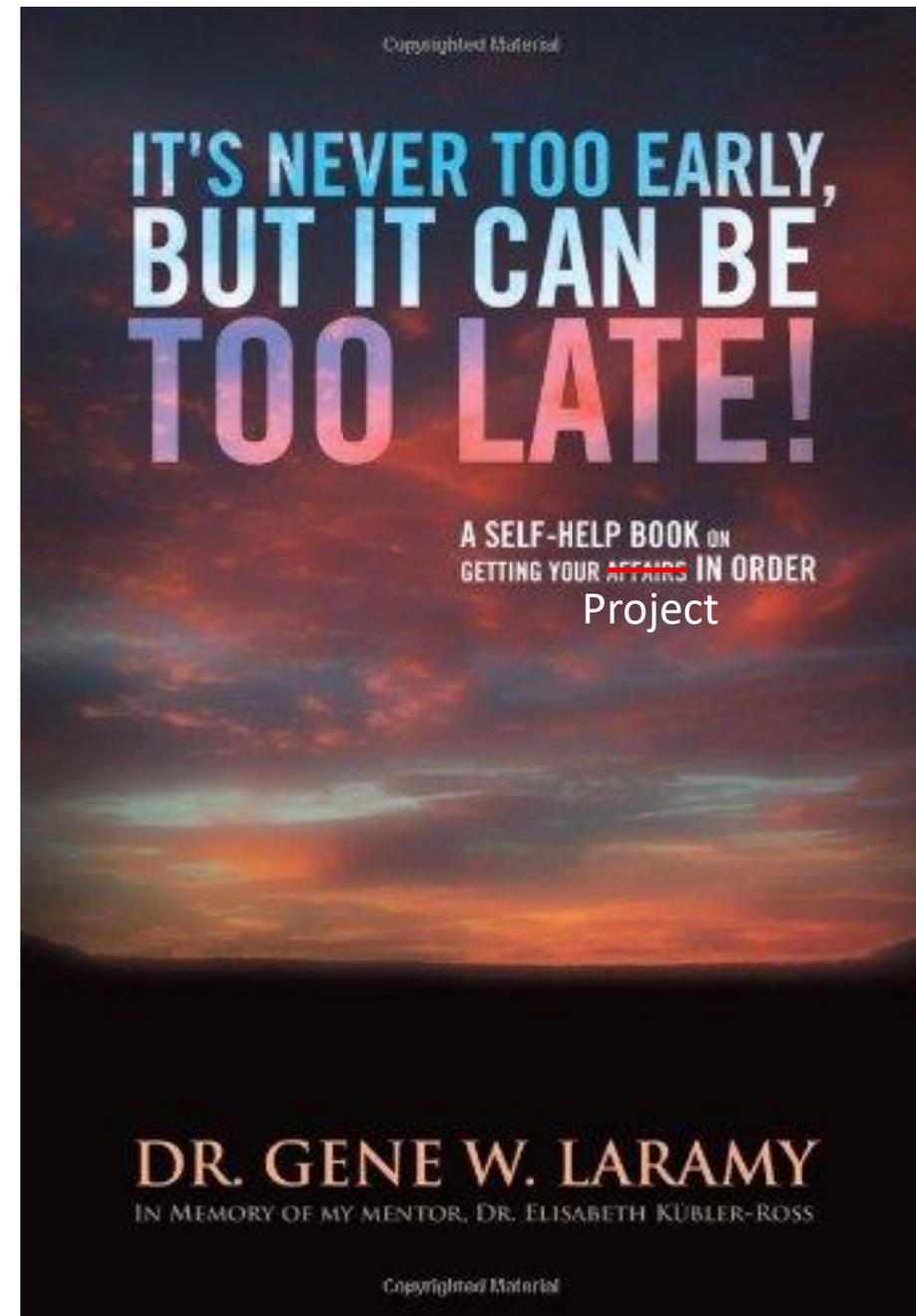
75%

Admissions Buddy

Its never “Too Early...”

- Sounding Board
- Ideation Partner
- “Product Tester”
- Constructive Feedback

Define Roles Clearly!





Be Open to Making Changes

**“We cannot solve our
problems with the same
thinking we used when
we created them.**

Albert Einstein

Celebrate Success!



THE
JOURNEY
IS ON

