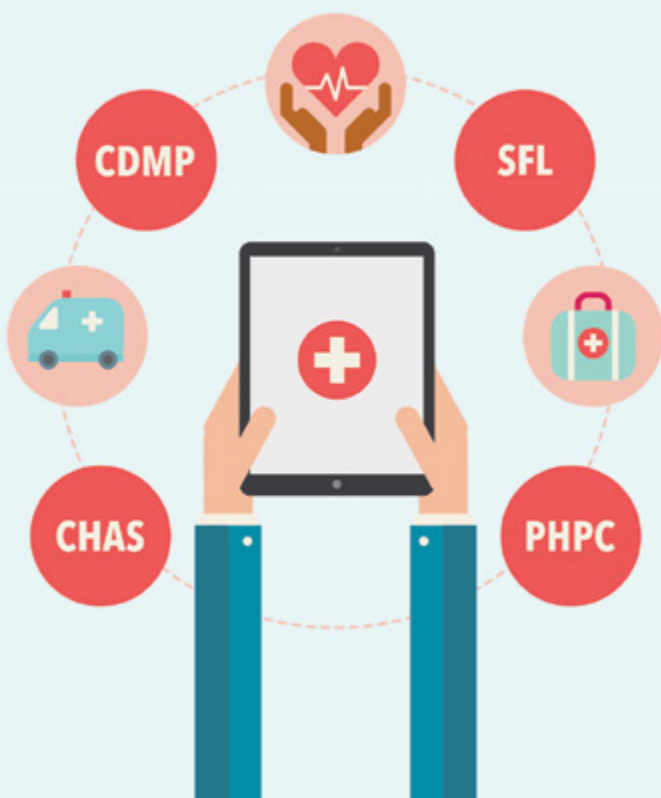# ENHANCE PATIENT CARE AND CLINIC OPERATIONS WITH A SMARTCMS

By Agency for Integrated Care

MOH's Healthcare Masterplan 2020 - "Beyond hospital to community" has brought about more opportunities for GPs to play a bigger role in caring for our population. These opportunities have come in the form of national schemes such as Community Health Assist Scheme (CHAS), Screen for Life (SFL), Primary Care Network (PCN) scheme and programmes by Regional Health Systems such as right-siting and shared care. GPs can better take hold of these opportunities (and more to come!) with the adoption of a Smart Clinic Management System (SmartCMS) which will help take care of the administrative obligations.

A SmartCMS automates clinic operations and facilitates safe data exchange with other healthcare providers, improving efficiency and operational outcomes of the practice while ensuring an integrated continuum of care.

By providing clinics with an integrated platform to perform claims and clinical data submissions for national primary care schemes such as Community Health Assist Scheme (CHAS), Chronic Disease Management Programme (CDMP), Screen for Life (SFL), Public Health Preparedness Clinic (PHPC), Clinical Indicator Data Collection, and Notification of Communicable Diseases, clinics benefit from increased productivity. GPs and clinic staff can save approximately 5 minutes per patient with the use of a SmartCMS to submit claims. Besides this marked increase in efficiency, it also ensures the safety of confidential patient data, and supports the National Electronic Health Record (NEHR) vision of "One patient, one record" through seamless information flow from the public healthcare system to clinics.

Dr. Oswald Goh is co-founder of Apex Medical, and has had 30 years of experience as a clinician. As a practising GP, he shares with us how switching from a pen-and-paper system to a SmartCMS has enhanced his clinic operations, helping him and his clinic staff provide better care to patients.

Q When did Apex Medical incorporate the use of a SmartCMS in your clinics? How was the transition like?

A Apex Medical (Jurong) was the first to adopt the SmartCMS in September 2018, followed by Apex Medical (Woodlands) in December 2018, and finally Apex Medical (Yishun) in March this year. Previously, all three clinics relied on a pen-and-paper system. The transition has been relatively hassle-free as the switch was done in phases, and the SmartCMS is very intuitive and user-friendly, so it has been a pleasant experience.

Q What prompted you and your co-founders to decide on the switch?

A We knew that the introduction of various new initiatives such as enhanced CHAS and implementation of guidelines with regard to health records would require us to rethink our current system of clinic management and operations. Previously, the use of a pen-and-paper system was repetitive and required us to store many physical records, which was cumbersome and time consuming. Therefore, we decided.

Q How has the use of a SmartCMS benefited you and your staff?

A Using a SmartCMS has greatly reduced the turnaround time for my staff and I to submit claims as we can now submit claims in batches as opposed to the manual submission of claims individually before. This increase in efficiency has allowed us to see more patients, which is evident from a substantial increase in CHAS and MediSave claims as compared to when the clinic was using a pen-and-paper system. Also, prescriptions no longer need to be handwritten, reducing the possibility of manual data entry errors for both me and my staff, and the time taken to edit or appeal for claims as a result. Using a SmartCMS has also allowed me to tap on health records from different healthcare providers through the NEHR, freeing up more time for me to engage in a meaningful exchange with my patients and providing me with a more holistic understanding of their conditions. It has also made it more convenient for my staff to issue itemised receipts and keep track of patient appointments, enhancing the clinic's relationship with our patients.