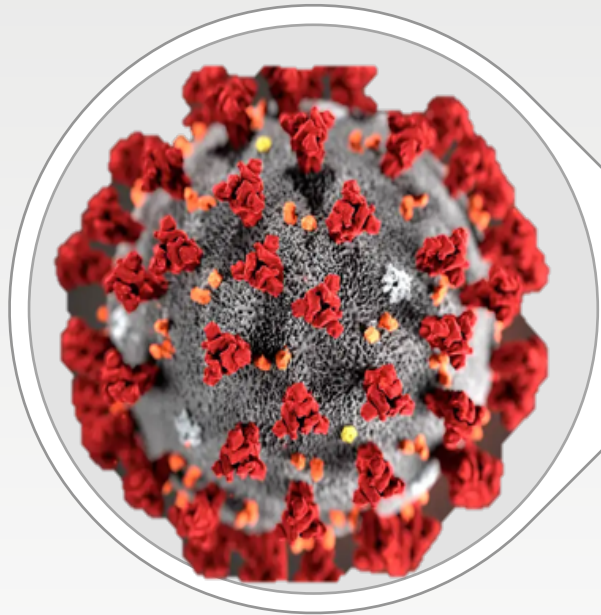


NHGP experience with Tele-consultation

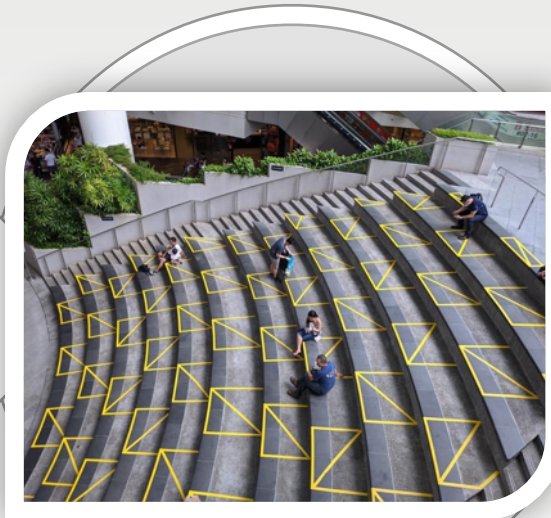
Dr David Ng
Head, Special Projects, NHGP

Overview

NHGP has been conducting tele-consultations by nurses since 2013



First local COVID-19 case in late Jan 2020



DORSCON Orange and tightening measures over subsequent months



Circuit breaker since early April (for 2 months)

RESTRICTED

There was a need to maintain adequate social distancing in our polyclinics

- Large numbers of vulnerable patients
- High patient load
- We needed to ramp up tele-consultation services to reduce physical attendances in our polyclinics



RESTRICTED

Tele-consultation process

- Doctors completed MOH tele-medicine online course
- Tele-consultation processes were piloted and refined

Example of conditions suitable for tele-consultation

- Diabetes mellitus
- Hypertension
- Hyperlipidemia
- CKD
- Thyroid disorders
- Osteoporosis
- IHD
- CVA
- Hepatitis B carrier

Patient listing is reviewed by doctor for suitability

Care coordinator contacts patient and explains tele-consultation process

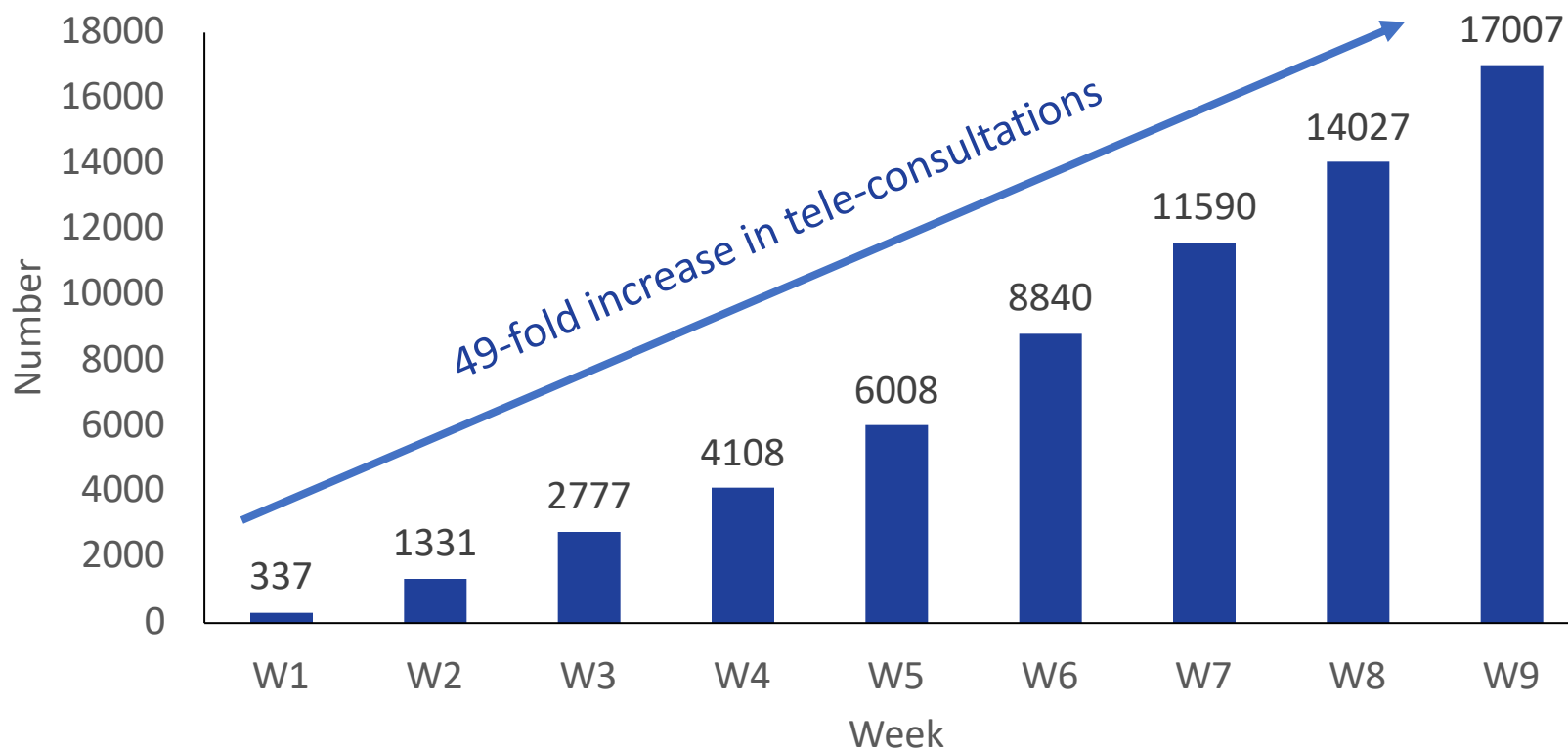
Doctor conducts tele-consultations

Medications are delivered to patient's house

RESTRICTED

Doctor tele-consultations increased 49-fold over 9 weeks

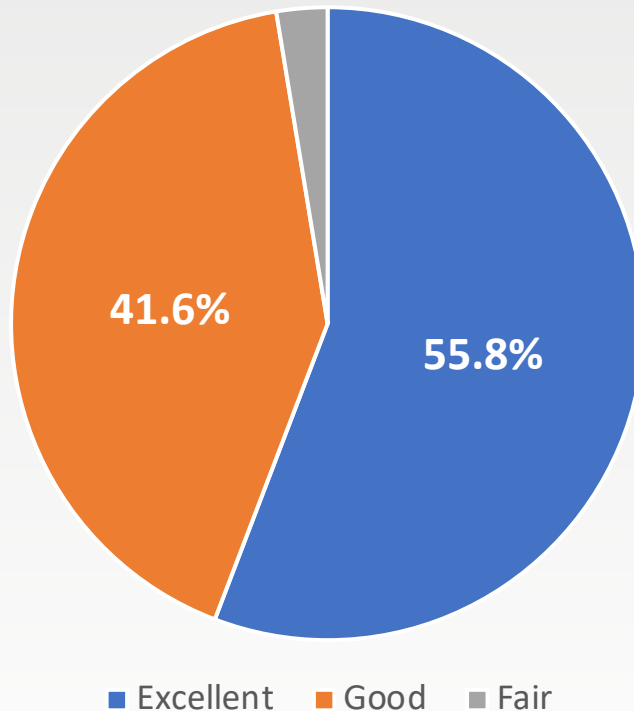
Number of tele-consultations in NHGP (Cumulative)



RESTRICTED

Patients are satisfied with tele-consultations

Overall experience of the tele-consultation



- 39.1% were 65 years or older
- 53.9% had secondary education or lower

97.4% rated their tele-consultation experience as good or excellent

RESTRICTED

Key success factors

1. Repeated iterations and refinement of processes
 - You will not get everything right the first time
2. Celebrate small successes
 - Not every patient will want tele-consult, but a significant proportion do
3. Build on the gains
4. Strong leadership buy-in and support



RESTRICTED

Examples of tele-consultations for other services



RESTRICTED

Conclusion

- COVID 19 has created new ways of living and working
- Tele-consultation will become a new norm in care delivery
- Tele-consultation should be sustained as part of chronic disease management during and after COVID-19



RESTRICTED