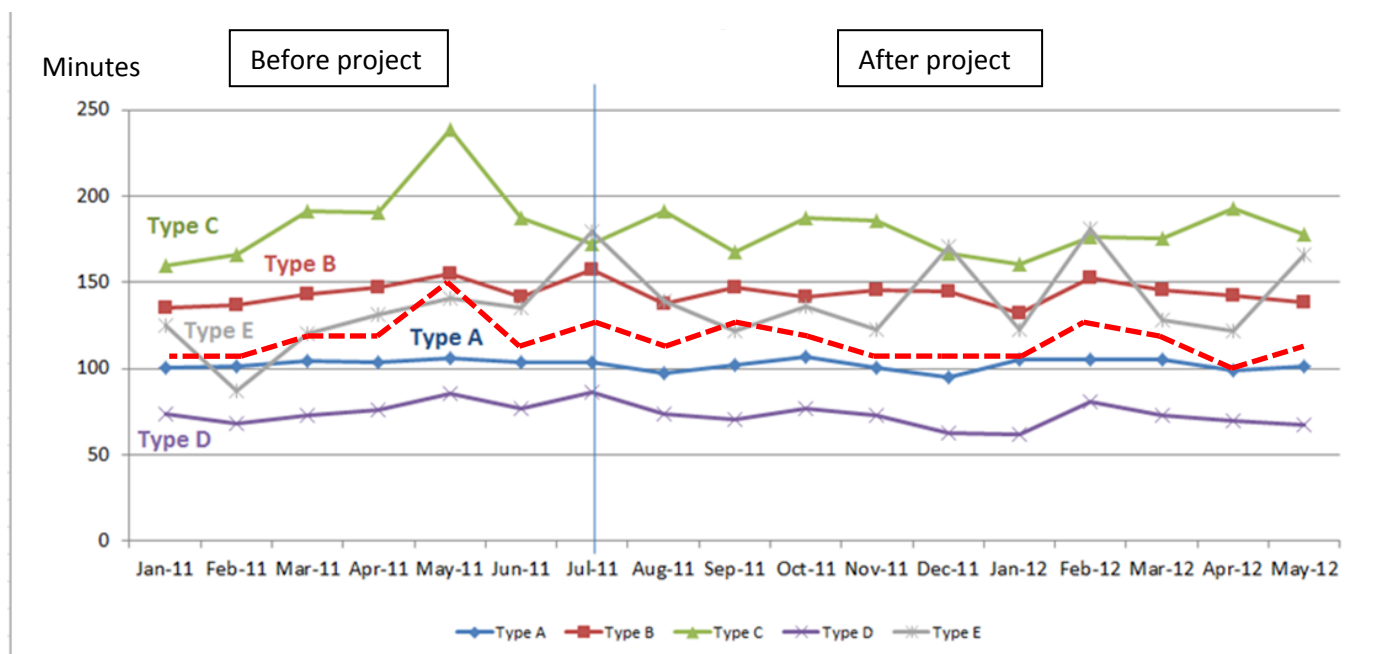
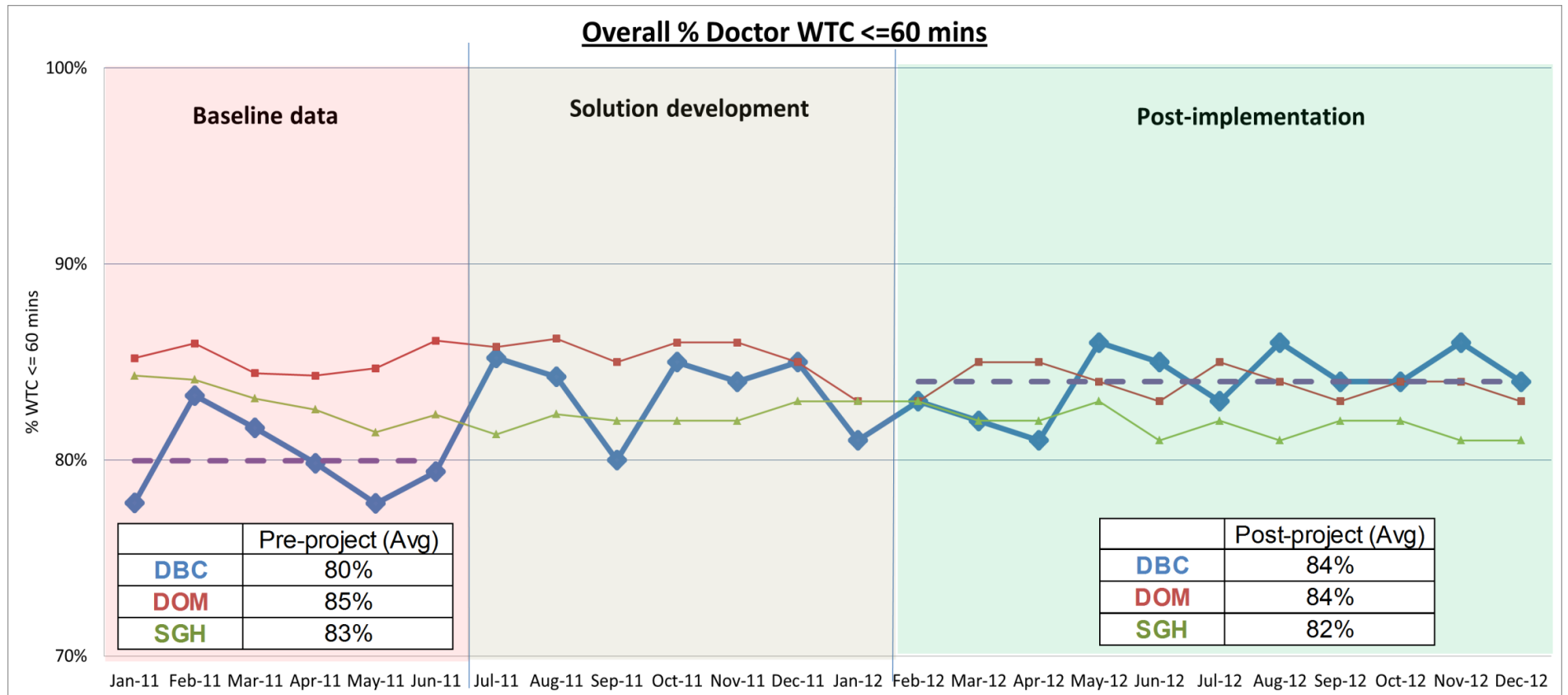


Figure 2: The mean turn-around time (TAT) in minutes before and after the project implementation according to patient type. There was no difference in overall TAT before and after project.



Patient type	Type of visit	Average TAT before project (mins) (Jan 2011 – Jun 2011)	Average TAT post project (mins) (Jul 2011-May 2012)
A	Doctor consult only	103	102
B	Doctor + 1 allied health consult	143	144
C	Doctor + 2 allied health consult	189	178
D	1 allied health consult only	76	72
E	More than 1 allied health consult only	123	145
OVERALL Turn Around Time - - - - -		108.23	106.6

Figure 3: Run chart showing increase in percentage of patients seen by the doctor at DBC within 60 minutes from 80% to 84% after project implementation



DBC	SGH Diabetes Center
DOM	SGH Division of Medicine Clinics
SGH	SGH Specialist Outpatient Clinics

Figure 4: The Outpatient Appointment Reminder System (OARS) reduced no show rates of new cases at DBC from 30.2% to 21.3%

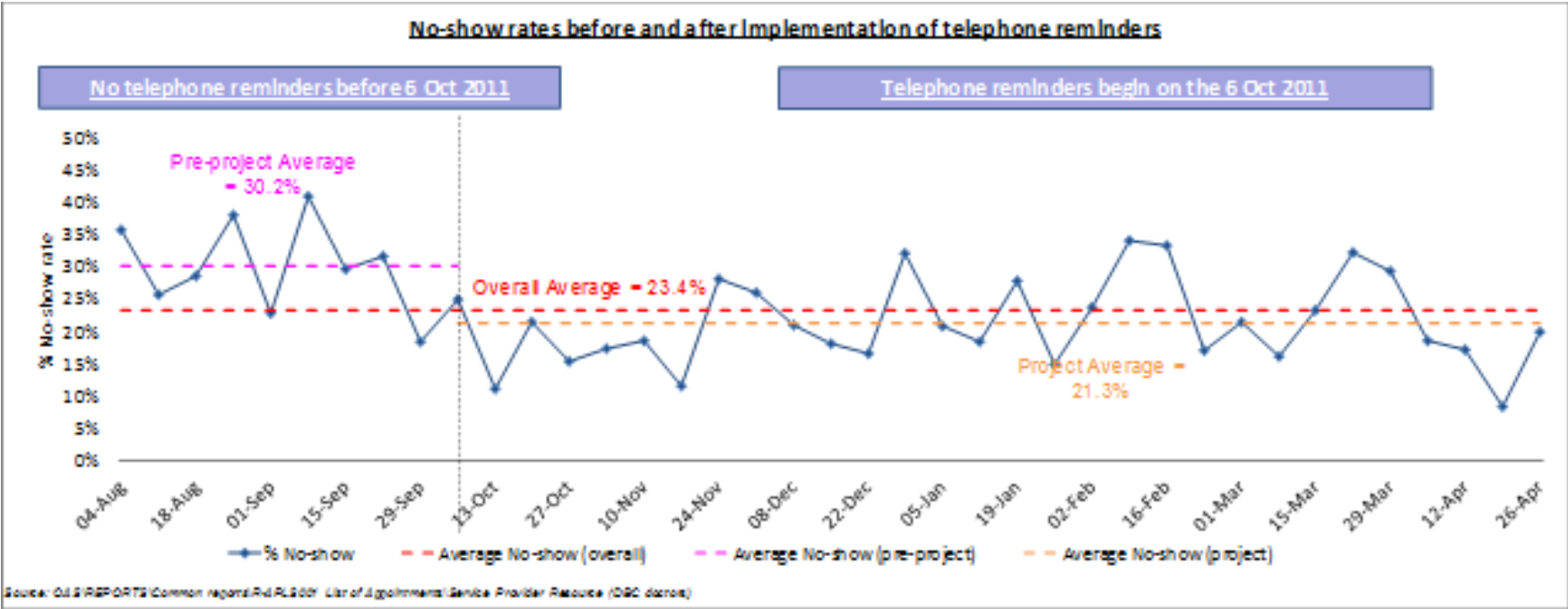


Figure 5: Results showing: A. Overall reduction in waiting time (minutes) for bill payment at cashier after project implementation B. Reduction of waiting time (minutes) for bill payment at cashier during peak hours (11:00am to 1:30pm) after project implementation

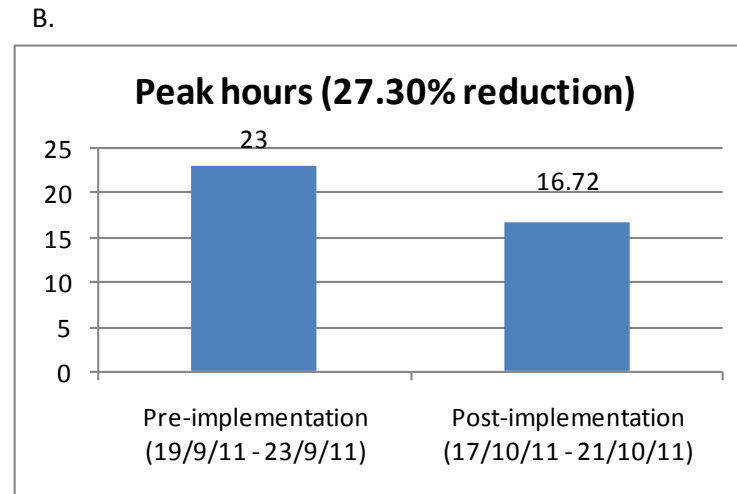
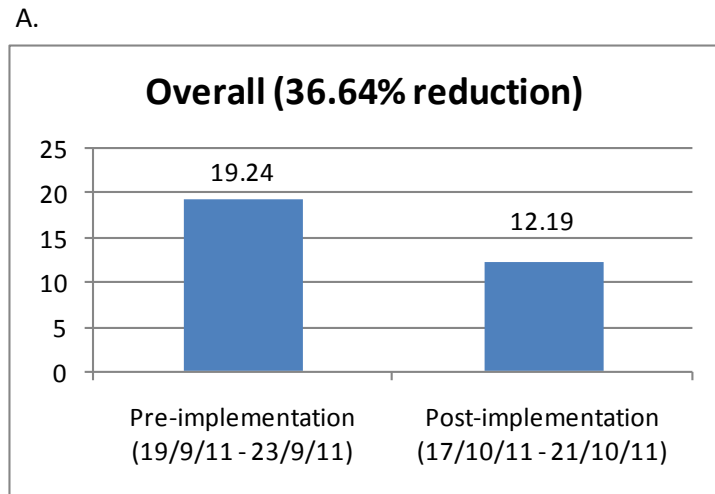


Figure 6: Graph showing mean number of patient compliments before and after project.
There was an increase from a mean number of 21.4 to 27.1 compliments /month after the project

