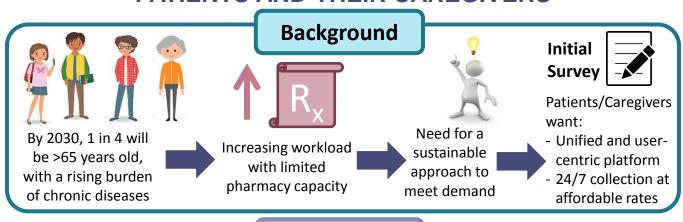


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Pharmacy-Related Quality Improvement Projects in Hospitals in Singapore

TRANSFORMING END-TO-END REFILL/REPEAT MEDICATION ORDER AND DELIVERY SERVICE TO PATIENTS AND THEIR CAREGIVERS



Intervention

Unified

Order refill/repeat medication and delivery

Access to 462
harmonised
medication
education materials
(with 121 available
in different
languages)

platform through Singhealth mobile app

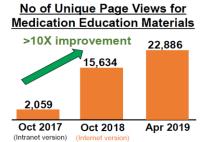
Created by a multidisciplinary team comprising staff from Pharmacies, Marketing Communications, Information Technology and Office for Service Transformation

Medication reminder feature

1 harmonised consent form including medication delivery/collection time + terms and conditions

- **2963** patients used the medication reminder feature
- 98% of SGH survey respondents rated the service as "Good and above"

Results



Total no. of medication delivery service completed (per quarter)

8000

>6X improvement

4980

2328

2000

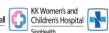
1113

Q1 CY18 Q2 CY18 Q3 CY18 Q4 CY18 Q1 CY19

*CY: Calendar Year





















Presented by: PSS Hospital Chapter

