



Raffles Medical Group

Sharpening patient-centric focus in healthcare provision

Reference project:

RafflesMedicalGroup
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Automated healthcare-dedicated solutions help clinicians manage pressures from clinical and administrative operations, and keep the focus on the patient.

Since its founding over 38 years ago, Raffles Medical Group (RMG) has evolved into a leading private healthcare provider in Singapore, with a growing footprint in the region. It operates a network of 103 multi-disciplinary clinics, serving over two million patients and more than 9,000 corporate clients, including large private and public sector organisations.

With its continued commitment to meeting ever-increasing demands for quality care, RMG was looking to implement a high-performance solution to support its move towards greater transparency in hospital operations, enhance efficiencies, and advance patient and provider experiences in the midst of expected expansion plans in the coming years.

Over the years, the Group which started out as a 2 clinic GP practice, included new services in dental, emergency services, laboratory and radiology, hospital, health supplements and insurance into its stable of services. With each step of the growth, the Group added new information systems to serve various clinical, administration, and technical departments. With an integrated network, it would be easier to collaborate across departments and allow for greater visibility of critical data needed for the growing organisation.

T-Systems recommended that the organisation deploy an integrated enterprise-wide IT solution designed to simplify communications, drive real-time collaboration across an integrated enterprise, and provide data-driven, value-based, personalised care. Accordingly, RMG implemented the following SAP -Healthcare (IS-H), SAP Enterprise Resource Planning (ERP), and i.s.h.med. The objective was to streamline multiple functions, including patient administration and management, pricing policy and fee structures, as well as total inventory management.

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As a result of implementing these solutions, RMG has seen significant benefits to operational and clinical processes

The standardised interface encompassing logistics, financials, patient management and clinical systems has enabled a unified view of operations for hospital employees and management, leading to an ultimate goal of premium patient centricity and efficient clinical outcomes.

Processes across departments are remodelled, resulting in high-performance bed capacity utilisation and improved inventory management. Providers are able to quickly aggregate and analyse clinical data for swifter decision-making, while enhancing the patient experience with responsive, personalised communications and services. Amongst key transformations are the elimination of data duplication—with an integrated database, time spent on documentation was significantly reduced.

The i.s.h.med system allows providers to have immediate access to a broad range of pharmacy and clinical functions that support processes from the ward, to administration, to the operating room.

Mr Teo Kah Ling, Director of Information Technology, Raffles Medical Group said, **“The new suite of solutions has made the flow of information and work more efficient.”**

The information system is also tailored to conform to the national healthcare system’s statutory requirements and coalesces with the group’s needs. It is synchronised with Medisave, Singapore’s national medical savings scheme, thus allowing a patient’s fee structure to be determined at the point of registration, improving the billing and collections process with streamlined administrative and healthcare procedures.

To provide self-service access to data and visualisations for a progressive, more transparent business decisions, T-Systems also deployed SAP BusinessObjects. This has given the organisation real-time visibility into financial processes, enhanced control over receivables, and the capacity to extract value for the optimisation of business operations.

The simplified processes have led to a reduction in complexity, capital expenditure and resources previously required to sustain multiple technologies and hardware platforms.

RMG is the first organisation to date in Southeast Asia to use a combination of SAP IS-H and i.s.h.med solutions. The use of the solutions future-proofs RMG’s information and communications technology infrastructure as the flexible structure guarantee scalability through the simple addition of specialist modules for various departments.

Mr Teo said, **“At a time when Raffles is looking to expand its business, T-Systems is able to provide solutions that match the new challenges we will face. T-Systems’ consultants provided a strong project management framework. In addition, critical business processes were tested to build the foundation for a risk-free transition to the new solutions, allowing our organisation to have full confidence to embark on this new phase.”**

As the leading provider of healthcare ICT solutions in Germany, T-Systems has a long reputation in delivering innovative and practical healthcare ICT solutions in the country and globally. It serves over 100 healthcare providers and has implemented over 350 instances of health information systems.

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