

Singapore General Hospital
SingHealth

Financial Counselling for Patients in a Restructured Hospital

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PATIENTS. AT THE HEART OF ALL WE DO.


Financial Counselling for Patients in a Restructured Hospital¹

Financial Counselling is provided to patients prior to their hospitalisation to help them choose the appropriate choice of ward class when seeking treatment. The patient's Estimated Bill size depends on :




Resident

- Citizen
- Permanent Resident
- Foreign Resident
- Non Resident



Ward Class Subsidies

- Single bed + Aircon
- 4 bedded + Aircon
- 5 bedded + Aircon *
- 6 bedded *
- 9 bedded *



Treatment

- Medical Discipline
- Surgical Complexity
- Implants
- Emergency Admissions
- Length of Stay

1. Government owned and not for profit organization serving mainly subsidised patients

Financial Counselling for Patients in a Restructured Hospital

The Challenge : To implement **Means Testing** for Citizens and Permanent Residents who opt for selected ward classes² with effect from 1 Jan 2009.

**Means Tested
by Income**

- Less subsidy for higher income earners
- Permanent Residents receive lesser subsidies than citizens for same income and ward class
- Means Testing performed during financial counselling (system linkup for income checks)

How does this affect the delivery of financial counselling?

Explain government policy	Handle objections / appeals	Longer transaction time
Confidentiality of information	Obtain patient's consent	Staff Training
Increase in number of Bill Estimates for different income bands and resident class etc		

2. Refers to 6 bedded and 9 bedded ward classes

Financial Counselling for Patients in a Restructured Hospital

To ensure smooth implementation of Means Testing :

- System generated Bill Estimates
- Manpower, Training & Empowerment
- Patient Centric Approach during Financial Counseling

<p>Electronic Forms</p> <ul style="list-style-type: none"> • Filled up for Patients • Forms re-formatted to reduce omission errors <p>Confidentiality of information (with consent³)</p> <ul style="list-style-type: none"> • Doctor certification for those unfit to give consent • Follow-up upon discharge for those without consent • Bill presentation revised (exclude unit price) 	<p>Handle objections / appeals</p> <ul style="list-style-type: none"> • Appeals accepted at least 3 steps before Discharge • Instant approvals for straightforward cases e.g. hardship /retrenchments • Detailed Means Testing based on Family income, Social / Economic factors and any other extenuating circumstances. • Assess eligibility for social assistance schemes • Successful cases will get revised subsidy (valid for next 12 months).
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3. Consent by Self only

Thank you