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Follow-up consultation through healthcare kiosk - a new way to deliver care for stable chronic disease patients in primary care

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Background & Aim: The global healthcare kiosk market is growing and kiosks are projected to be a larger part of healthcare delivery in the coming decade. We developed an unmanned healthcare kiosk (SEEK KIOSK) that automates the management of stable chronic patients to complement face-to-face doctor visit.

Aim: This study aims to show that healthcare kiosk as a care delivery tool 1) is not inferior to current way of delivering care for stable chronic patients 2) can reduce face-to-face doctor visits 3) and examines patient's satisfaction with using the kiosk as a care delivery tool.

Methods: Currently, patients with well-controlled cardiovascular related chronic diseases visit the polyclinic doctor once in 3 months for review and medication refill. 100 of such patients that was on follow-up at SingHealth Polyclinic Bedok (SHP-BD) was recruited into this study. During their subsequent appointments for chronic disease management at 3 and 6 months intervals, these patients used the kiosk instead of consulting a physician. Algorithms was built into the kiosk. Through a series of risk assessment questionnaires, physiological monitoring and retrieval of patient's relevant laboratory results, kiosk then advises patient to collect medication directly if the patient was well-controlled, consult a nurse clinician if the patient was sub-optimally controlled, or consult a doctor if the patient was poorly controlled.

Results: Kiosk was able to produce the correct decision algorithm to manage these patients in 100% of the cases. 64 out of 100 patients was managed by the kiosk, both at 3 months and 6 months interval, thus reducing 128 face-to-face doctor visits. Almost 100% of patients that used the kiosk was satisfied with the kiosk.

Outcome: SEEK KIOSK appears to be a feasible and effective alternative care delivery option for managing patients with stable chronic disease.