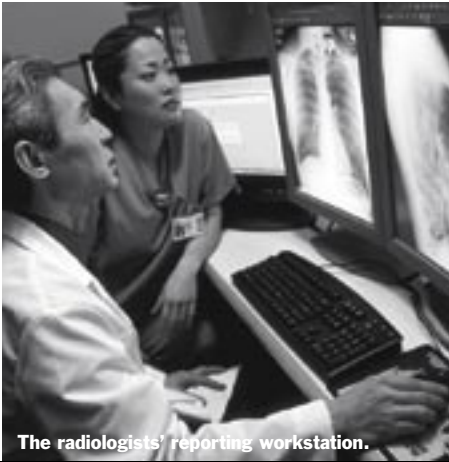


PHOTO: CARESTREAM HEALTH SINGAPORE PTE LTD



The radiologists' reporting workstation.

'Team NHG Diagnostics' consists of an army of professionals, some as far away as Bangalore, India, working together to ensure your x-rays and lab results reach you in the quickest and most efficient way.

Team EFFORT



SINCE IT STARTED IN 2001, THE NATIONAL HEALTHCARE GROUP (NHG) DIAGNOSTICS has been providing x-ray and laboratory services that are 'faster, better, cheaper, and safer'.

In 2006, NHG Diagnostics took on the Ministers' cue to exploit IT by implementing filmless and Teleradiology across all its polyclinic sites. It has also formed alliance and partnered with a radiology service provider in Bangalore, India, to provide x-ray reporting for selected centres. X-rays taken at the polyclinics are forwarded digitally to radiologists at NHG institutions and India, who will send the reports back within an hour. For the patient, this ensures that waiting time is kept to a minimum.

To find out more about how NHG Diagnostics operates, we talked to some key personnel in the team and gained insights about the role each provide in delivering a healthcare service that is technologically advanced, safe and professional.

BEHIND THE SCENES

ASSOCIATE PROFESSOR THOMAS CHEE, HEAD & SENIOR CONSULTANT, DEPARTMENT OF DIAGNOSTIC RADIOLOGY, TAN TOCK SENG HOSPITAL

"My main role is to advise on matters relating to imaging of clinical problems and radiation protection issues. In the last five years, the increasing range and sophistication of the imaging modalities and IT technology have allowed rapid transmission of image data. These give the radiologist better insight into the workings of the human body and disease and more importantly, the ability to access and share this information with fellow doctors anyway in the world at any time."

DR WONG MOH SIM, SENIOR CONSULTANT, ALEXANDRA HOSPITAL

"My department in Alexandra Hospital performs back-end laboratory tests for Choa Chu Kang, Bukit Batok and Jurong East polyclinics. I

oversee professional issues, including quality issues, to ensure we provide accurate results to assist the polyclinic doctors in diagnosing and treating their patients."

DR ARJUN KALYANPUR, CHIEF RADIOLOGIST & CEO, TELERADIOLOGY SOLUTIONS, BANGALORE INDIA

"My role involves reporting imaging scans, recruiting and training radiologists and support staff and ensuring the highest reporting quality standards are maintained at all times. The challenge for my team is to meet the turnaround time commitment (one hour) and simultaneously maintain the highest reporting standards. This necessitates a quick and efficient reporting process.

"The outsourced reporting of radiologic studies benefits the on-site radiologists, as it complements their own skills and allows them to practice those aspects of radiology on which they prefer to focus. It also benefits patients who are able to receive their radiology reports at the time of their initial clinic visit, saving them a repeat trip to the clinic."

THE FRONTLINERES

SEAN TAN, OPERATIONS MANAGER, NHG DIAGNOSTICS

"The role of the Operations Manager is to manage the allocated resources to improve the efficiency, utilisation and service delivery of the diagnostics centres. Operationally, day-to-day challenges include meeting and managing the expectations of our patients, deployment of staff effectively, and fostering close working relations with our partners. Strategically, we place paramount emphasis on work safety, standardisation of workflow and processes and staff development."

CHIA LI YONG, SENIOR RADIOGRAPHER, NHG DIAGNOSTICS, YISHUN POLYCLINIC

"My job is to perform general x-rays and mammography as well as oversee the daily operations of the NHGD-Yishun X-ray Department. On average, our department performs 900 general



Senior radiographer Chia Li Yong conducts a mammogram.

x-rays, 200 mammograms and 170 ultrasound examinations each month. In servicing the community, I need to exercise empathy, tactfulness, professionalism and always provide service with a smile!"

JESSICA LAU, SENIOR MEDICAL TECHNOLOGIST, NHG DIAGNOSTICS, ANG MO KIO POLYCLINIC

"Besides performing phlebotomy, urine and blood analysis, I need to ensure proper administration of lab proficiency testing, quality control and preventive maintenance programs. A variety of tests are done in our lab and results are available within an hour for doctors to view in effective management of their patients. What I enjoy most about my job is that I can meet different people and gain invaluable experience in dealing with different groups of patients."

PAULINE SIM, PATIENT SERVICE ASSOCIATE, NHG DIAGNOSTICS, ANG MO KIO POLYCLINIC

"In general, I'm responsible for the counter service and all administrative tasks related to patients' registration, including patients' management and patients' accounting. I handle incoming and outgoing telephone calls and remind patients of their upcoming appointment for ultrasound and mammogram. My challenge is to process at least 40 patients per hour during peak morning rush hours. My work motto is to be patient, helpful and communicate clearly, especially when serving the elderly patients."