

Parallel Sessions

PS2.3

Can Fin Tech Help?

14:30 Convention Hall C

Application of Fin Tech in Hospital Setting

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Financial Technology (Fin Tech) brings radical changes to the financial services industry. It drives new business model and reinvents its services towards customer-centred solutions. In healthcare service sector, can Fin Tech make changes and improve patient experience?

With the ever increasing service demand and elevated expectation from the society on the Hospital Authority (HA), patient-centred care with continuous streamlining of workflow through adoption of IT solutions are important to facilitate HA in maintaining quality patient care services. Besides the clinical services that usually attract public attention, non-clinical frontline services are of paramount importance that affects patient experience in hospital setting. Billing and fees collection are among those frontline services that come into contact with patients frequently.

From hospital management perspective, this presentation provides an overview on HA's journey in automating the billing and fee collection processes; and share the visions on modernising these processes by leveraging on Fin Tech to enhance patient experience and improve operation efficiency. Expected challenges faced by the hospital management will also be highlighted in the presentation.