

OP7

Full Paying Patient Service in Public Hospital: What Is The Patients' Trend and The Most Visited Discipline?

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The Strategic Framework of the Medical Programme, Ministry of Health Malaysia (MOH) 2021-2025, has announced the expansion of Full Paying Patient (FPP) Service nationwide and this has been the priority for 12th Malaysia Plan for 2021-2025 as a specialist's retainment scheme in the government sector. FPP Service in MOH public hospitals offer privileged quick access to clinical specialist care, private rooms, food, and other personalised care. Currently, there are 11 public hospitals implementing FPP Service. This review aims to show recent FPP patients' trend and to identify the most visited department by FPP patients. Secondary data analysis and literature review was carried out to show recent FPP patients' trend and to identify the most visited department by FPP patients. Review shows the number of FPP patients' encounters has increased by an average of 54% per annum from 2008 to 2019, with 12% increase in new FPP patients from 2017 to 2019. There are more than 30 clinical services offered at 11 FPP hospitals. Obstetrics and gynaecology service topped as the service with highest patients' encounter which accounts for more than 60% of patient's visit compared to other services for the year 2017 to 2019. As a conclusion, Malaysian mixed public-private healthcare system has evolved to improve individual wellbeing by offering a greater choice of provider and care options, and faster access for elective treatments. FPP patients' encouraging participation and number of visits indicate the clinical services with higher demand and potential for service expansion to other MOH hospitals.

Keywords: Full Paying Patient Service, FPP, specialist's retainment scheme, patients' trend, public-private healthcare system, public hospital, user-fee, revenue, patients' encounter