

# Swift Hospital Entry

for face recognition-enabled hospital visit pre-registration

Automated Visitor Management System

## Challenge

Outram Community Hospital occasionally faced long queues due to the large number of visitors. Their manual registration process required visitors to queue, fill in a visitor form at the reception, and present their identification documents before they could be granted entry. The hospital was looking to streamline this process to reduce waiting time and manpower required.

## Solution

NEC Asia Pacific (NEC APAC) partnered with Synapxe to deploy a Face Recognition Automated Visitor Management System (FRAVMS) at Outram Community Hospital (OCH). The solution allows visitors to pre-register using their smartphones and grants swift entry using face recognition, significantly streamlining the visitor experience.

All visitors need to do is log in through SingHealth's website before their visit and verify their identity through Singpass Face Verification – Singapore's national digital identity system. Their photographs are stored temporarily in NEC's face recognition software. On the day of the visit, cameras at security gantries authenticate visitors' faces as well as check for normal body temperature.

NEC, SingHealth, Synapxe, and the Government Technology Agency of Singapore (GovTech) worked together to integrate Singpass and develop the innovative system. This marked the first implementation of face verification technology in a physical healthcare setting.

## Benefits

### Streamlined registration process

- Saved 300 daily visitors approximately 10 minutes per registration
- Eliminated the need for NRIC scanning at the gantries
- Contactless experience enhanced visitor safety

### Optimized use of resources

- Reduced need for paper tickets and registration booths
- Freed up staff to areas that required more attention

## Quote

“ We integrated the security features, simplified the registration process and enabled a contactless experience at the gantries. This is expected to benefit more than 300 daily visitors and save each visitor about 10 minutes for registration. We are very pleased to be able to collaborate with SingHealth, the Government Technology Agency of Singapore (GovTech) and NEC on this meaningful and impactful project. ”

Mr Ong Leong Seng,  
Deputy Chief Executive, Synapxe

## More info

<https://www.nec.com/en/global/solutions/biometrics/face/index.html>



## A drive towards greater sustainability

**01 More efficient healthcare sector**  
Speed up registration and access of visitors – visiting is now safer and more efficient

**02 Optimised use of resources**  
Reduce waste in terms of paper tickets and registration booths, free up staff to areas that require more attention