

Singapore launches new digital platforms for cancer care

02 October 2020 | News

Singapore Cancer Society adopts digitalization efforts to meet the rising demand for quick and safe access to cancer-related support and care in Singapore, especially during the pandemic crisis

Singapore Cancer Society (SCS) has launched 3 digital platforms;

SCS AI Chatbot

SCS FIT Portal

SCS Telesupport Portal

The portals are part of efforts to meet the rising demand for quick and safe assistance on cancer related matters. While the AI Chatbot and FIT Portal addresses the need for timely and accurate information, and screening services for cancer, the Telesupport Portal provides a platform for the cancer community to get the support needed even in times of isolation.

SCS provides a comprehensive range of assistance – SCS Financial Assistance, SCS Assistance for Children and Youth, SCS Cancer Rehabilitation Services, Counselling Services, SCS Support Groups, SCS Patient Ambassador Programme and SCS Enrichment Programmes. Information on these programmes and services provide cancer patients with avenues for assistance at every stage of treatment: from pre-treatment, when they are first diagnosed with cancer, to post-treatment and beyond.

Living in the age of digital disruption, SCS continues to evolve and adapt to provide innovative solutions to address the needs of the public and most importantly, to improve a cancer patient's journey.

In line with one of SCS' strategic thrust to reduce cancer incidence through Greater Education and Awareness, the SCS AI Chatbot will be available to provide public, cancer patients and their families with greater access and ease to educational information and assistance on cancer. The chatbot is developed by OneConnect Financial Technology Co., Ltd., a leading technology-as-a-service platform provider, at no cost to SCS as part of its CSR efforts. With National Cancer Centre Singapore (NCCS) supporting as Knowledge Partner, the SCS AI Chatbot uses OneConnect's Artificial Intelligence technologies and is further trained with data and expertise of NCCS and historical call records of SCS.

Using the SCS AI Chatbot, patients and caregivers can have their questions answered instantaneously and access cancer information.

The AI Chatbot will also be able to answer frequently asked questions, determine if a user is eligible for free SCS services such as mammogram, PAP test, HPV test, and FIT kit collection; and facilitate the booking of appointments at the SCS Clinic @ Bishan.

Preliminary screening tests such as the Faecal Immunochemical Test (FIT) kit can detect traces of blood in the stool that is invisible to the naked eye. When signs of pre-cancer or cancer growths are detected in the early stages, the chances of recovery and survival are much higher for an individual. The FIT kit has traditionally been available for pick up at the SCS main office (Realty Centre) and various Guardian, Watsons and Eu Yan Sang stores. To 'Serve more and Serve better', SCS has been progressively working on an online portal to make screening accessible to the community at large.

Hosted on the SCS website, the FIT Portal allows those above 50 to register for a test kit that will be mailed to them within 14 working days. Participants will no longer be restricted to store operating or office hours to collect the FIT kit, making preliminary cancer screening more accessible and convenient.

In line with SCS' strategic thrust to improve quality of lives by providing holistic support to patients, SCS Telesupport Portal caters to cancer patients to access and seek assistance at their own convenience from anywhere in Singapore. This service aims to provide significant impact, especially to those who are newly diagnosed seeking timely insights and accessible information on the range of SCS Assistance Schemes available. A SCS staff will be readily available (during operating hours) to provide information on SCS' services and programmes, enhancing the process flow and increase positive experience for both cancer patients and their families. This easy to use telesupport service provides the face-to-face engagement.