

Germaine Tan

Product designer focused on healthcare and social impact

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I design digital solutions that improve systems and processes across healthcare, community care, and public service. I see design as a way to solve problems and simplify experiences for users. My work has transformed case management systems and internal tools by introducing automation and improving usability, which has reduced documentation hassle, streamlined complex workflows, and supported teams through digital transformation. These solutions have helped frontline staff work more efficiently and deliver better services to the public at scale.

WORK EXPERIENCE

Open Government Products

Mar 2025 – Present

Product Design Intern

- Shaped the design direction of Scribe by driving UX improvements to summary outputs through user research, prototyping, and testing, contributing to an estimated 38.7% time savings per case note and over 1,628 hours saved in documentation.
- Built strong relationships with stakeholders and conducted structured training for over 200 users to drive Scribe's adoption across public healthcare institutions, social service agencies, and Whole-of-Government agencies, helping to grow the user base to over 900 and reduce support overhead.

SingHealth Polyclinics

Sept 2015 – Feb 2025

Assistant Manager, Clinical Services

- Drove patient journey design and clinic workflow optimisation by analysing user needs, operational data, and on-the-ground challenges, supporting clinical transformation and improving service delivery in Singapore's public primary care sector.
- Supported Singapore's healthcare digital transformation under the NGEMR programme by aligning clinical, operational, and technical stakeholders to drive the transition from a legacy system to Epic.
- Led the implementation of Healthier SG to promote preventive care and reduce long-term system burden, achieving over 50% enrolment among SingHealth-assigned residents in its first year.

Ministry of Health

Sept 2022 – Mar 2024

Manager, Mental Health Office

Secondment

- Facilitated cross-sector engagement with healthcare and community care providers to inform the development of dementia-related policies and programmes grounded in frontline perspectives.

National University of Singapore

Jun 2014 – Aug 2015

Research Engineer

- Spearheaded a research project to investigate congenital heart defects with novel ultrasound imaging and image processing methods, resulting in multiple published studies.

SKILLS

- User Research
- Journey Mapping
- Information Architecture
- Wireframing & Prototyping
- Usability Testing
- 3D Modelling
- Project Management
- Stakeholder Engagement
- Basic HTML, CSS, JavaScript, SQL

TOOLS

- Figma
- Webflow
- Framer
- Adobe Illustrator
- Adobe Photoshop
- Adobe After Effects
- Adobe Premiere Pro
- Spline
- Solidworks

EDUCATION

General Assembly

User Experience Design Immersive

National University of Singapore

2022: Master of Public Health

2014: Bachelor of Engineering

(Biomedical Engineering)