

# APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

CAB	CABOOLTURE HOSPITAL	CENTRAL
	ANTENATAL OPD	
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC
	Wait List kept for NO CLINICS	APP
	GENERAL OPD	
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC
	Wait List kept for ALL CLINICS	APP
	PAEDIATRIC OPD	
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC
	Wait List kept for ALL CLINICS	APP

# PATIENT ATTENDANCE

## CAB - CABOOLTURE HOSPITAL

### ANTENATAL OPD

Check in to appt system?  Min Time before clinic 10 mins  
 DNA on System?  Referring Practitioner Notified?  NEVER  
 Patient Notified?  NEVER

AO  
DNA Rate 4%

### GENERAL OPD

Check in to appt system?  Min Time before clinic NO mins  
 DNA on System?  Referring Practitioner Notified?  AFTER 2 DNA'S  
 Patient Notified?  AFTER 2 DNA'S

NURSING AND AO  
DNA Rate 11%

### PAEDIATRIC OPD

Check in to appt system?  Min Time before clinic NO mins  
 DNA on System?  Referring Practitioner Notified?  AFTER 2 FTA'S OR ADVISED BY CONSULTANT  
 Patient Notified?  AFTER 2 FTA'S OR ADVISED BY CONSULTANT

AO  
DNA Rate 25%

State Average DNA Rate 12.71 % Hospital Average DNA Rate 13.33 %



# BOOKING PROCESS

## CAB - CABOOLTURE HOSPITAL

### ANTENATAL OPD

On receipt of referral booked to  
Waiting List  Appt Schedule

After categorisation booked to  
Waiting List  Appt Schedule

Do you conduct clinics with New/Review cases combined?  
New Med Review Med New Surg Review Surg

4 7  
Conversion Rate surgical OPD to ES Waiting List - if known  
N/A %

### GENERAL OPD

On receipt of referral booked to  
Waiting List  Appt Schedule

After categorisation booked to  
Waiting List  Appt Schedule

Do you conduct clinics with New/Review cases combined?  
New Med Review Med New Surg Review Surg

3 8 8 9  
Conversion Rate surgical OPD to ES Waiting List - if known  
NOT KNOWN %

### PAEDIATRIC OPD

On receipt of referral booked to  
Waiting List  Appt Schedule

After categorisation booked to  
Waiting List  Appt Schedule

Do you conduct clinics with New/Review cases combined?  
New Med Review Med New Surg Review Surg

2 5  
Conversion Rate surgical OPD to ES Waiting List - if known  
N/A %

# CATEGORISATION AND WAITING LISTS

## CAB - CABOOLTURE HOSPITAL

### ANTENATAL OPD

Staff involved in referral categorisation

AO      Written Categorisation Protocols       Own Referral Triage ALL      Waiting List maintained for NO CLINICS System      Average Wait Time once arrived 30 mins

### GENERAL OPD

Staff involved in referral categorisation  
CONSULTANT

Written Categorisation Protocols       Own Referral Triage ALL      Waiting List maintained for ALL CLINICS System ELECTRONIC      Average Wait Time once arrived 30 mins

### PAEDIATRIC OPD

Staff involved in referral categorisation  
CONSULTANT

Written Categorisation Protocols       Own Referral Triage ALL      Waiting List maintained for ALL CLINICS System ELECTRONIC      Average Wait Time once arrived 20 mins

# CLINICS CONDUCTED AT 01 JULY 2004

## CAB CABOOLTURE HOSPITAL

### ANTENATAL OPD

#### Medical Clinics

Cardiology     Dermatology     Endocrine     Gastroenterology     General Medicine     Genetics     Geriatrics     Haematology     Immunology/Allergy  
 Infectious Diseases     Nephrology     Neurology     Oncology     Palliative/Pain     Pharmacology     Respiratory     Rheumatology

#### Surgical Clinics

CardioThoracic     ENT     General Surgery     Neurosurgery     Ophthalmology     Orthopaedics     Plastics     Urology     VascularSurgery

#### Gynaecology/Obstetric Psychi

Gynaecology     Obstetrics     Psychiatry

### GENERAL OPD

#### Medical Clinics

Cardiology     Dermatology     Endocrine     Gastroenterology     General Medicine     Genetics     Geriatrics     Haematology     Immunology/Allergy  
 Infectious Diseases     Nephrology     Neurology     Oncology     Palliative/Pain     Pharmacology     Respiratory     Rheumatology

#### Surgical Clinics

CardioThoracic     ENT     General Surgery     Neurosurgery     Ophthalmology     Orthopaedics     Plastics     Urology     VascularSurgery  
 FRACTURE CLINIC     WOUND CLINIC

#### Gynaecology/Obstetric Psychi

Gynaecology     Obstetrics     Psychiatry

### PAEDIATRIC OPD

#### Medical Clinics

Cardiology     Dermatology     Endocrine     Gastroenterology     General Medicine     Genetics     Geriatrics     Haematology     Immunology/Allergy  
 Infectious Diseases     Nephrology     Neurology     Oncology     Palliative/Pain     Pharmacology     Respiratory     Rheumatology

#### Surgical Clinics

CardioThoracic     ENT     General Surgery     Neurosurgery     Ophthalmology     Orthopaedics     Plastics     Urology     VascularSurgery

#### Gynaecology/Obstetric Psychi

Gynaecology     Obstetrics     Psychiatry



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# DID NOT ATTEND RATES

## FOR JUNE 2004

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### CAB - CABOOLTURE HOSPITAL

#### ANTENATAL OPD

DNA Rate 4.00 %

#### GENERAL OPD

DNA Rate 11.00 %

#### PAEDIATRIC OPD

DNA Rate 25.00 %

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Hospital Average 13.33 %

State Average 12.71 %

# NEW CASE REFERRAL PROCESS

## CAB - CABOOLTURE HOSPITAL

### ANTENATAL OPD

Referral required prio to booking appt?  If NOT, hard copy for filing?  Lodged on Referral Register?  Register Type ELECTRONIC System APP Cross District  Redirection Policy

### GENERAL OPD

Referral required prio to booking appt?  If NOT, hard copy for filing?  Lodged on Referral Register?  Register Type ELECTRONIC System APP Cross District  Redirection Policy

### PAEDIATRIC OPD

Referral required prio to booking appt?  If NOT, hard copy for filing?  Lodged on Referral Register?  Register Type ELECTRONIC System APP Cross District  Redirection Policy

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# NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

## CAB - CABOOLTURE HOSPITAL

	Number with Appointment	Number on Waiting List	Total
Cardiology	0	0	0
Dermatology	0	0	0
Endocrine/Diabetes	8	25	33
Gastroenterology	25	110	135
General Medicine	27	49	76
Genetics	0	0	0
Geriatric	0	0	0
Haematology	0	0	0
Immunology/Allergy	0	0	0
Infectious Diseases	0	0	0
Nephrology	0	0	0
Neurology	0	0	0
Oncology	1	1	2
Palliative/Pain	1	3	4
Pharmacology/Toxicology	0	0	0
Respiratory Medicine	0	0	0
Rheumatology	4	2	6
Other Medicine	0	0	0
Cardio Thoracic Surgery	0	0	0
ENT	0	0	0
General Surgery	152	189	341
NeuroSurgery	0	0	0
Ophthalmology	0	0	0
Orthopaedic	0	1	1
Plastic Surgery	0	0	0
Urology	0	0	0
Vascular Surgery	0	0	0
Other Surgery	34	0	34
Gynaecology	70	181	251
Obstetrics	85	0	85
Other Gynaecology	0	0	0
Psychiatry	0	2	2
	407	563	970

Source Data: Specialist Outpatient Department Profile July 2004

  
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