

# APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

CBH	CAIRNS BASE HOSPITAL	NORTHERN		
5TH FLOOR OUTREACH AND MEDICAL CLINICS				
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC	OTHER	HBCIS
	Wait List kept for ALL CLINICS	ELECTRONIC		
CONSULTATION LIAISON PSYCHIATRY				
<input type="checkbox"/>	Referral Register kept			NOT STATED
	Wait List kept for NO CLINICS			
COOKTOWN MULTI-PURPOSE HEALTH SERVICE				
<input checked="" type="checkbox"/>	Referral Register kept	MANUAL	OTHER	PAPER BASED SYSTEM
	Wait List kept for NO CLINICS			
DIABETES CENTRE				
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC	OTHER	HBCIS
	Wait List kept for NO CLINICS			
GENERAL OPD - DOUGLAS SHIRE MULTIPURPOSE				
<input checked="" type="checkbox"/>	Referral Register kept	MANUAL		
	Wait List kept for NO CLINICS			
HOPE VALE PRIMARY HEALTH CARE CENTRE				
<input checked="" type="checkbox"/>	Referral Register kept	MANUAL		
	Wait List kept for ALL CLINICS	ELECTRONIC		
LAURA PRIMARY HEALTH CARE CENTRE				
<input checked="" type="checkbox"/>	Referral Register kept	MANUAL		
	Wait List kept for ALL CLINICS	MANUAL		
MEDICAL 4 CLINICS				
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC	APP	ARE
	Wait List kept for NO CLINICS			
MEDICAL 6 CLINICS - NEUROLOGY				
<input type="checkbox"/>	Referral Register kept			
	Wait List kept for NO CLINICS			
MEDICAL CLINICS 3				
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC	APP	ARE
	Wait List kept for SOME CLINICS	ELECTRONIC		
ORTHO # CLINICS				



# PATIENT ATTENDANCE

## CBH - CAIRNS BASE HOSPITAL

### 5TH FLOOR OUTREACH AND MEDICAL CLINICS

Check in to appt system?  NO mins      DNA on System?       Referring Practitioner Notified?  IMMEDIATELY      AO DNA Rate 3%  
 Patient Notified?  IMMEDIATELY

### CONSULTATION LIAISON PSYCHIATRY

Check in to appt system?  Min Time before clinic mins      DNA on System?       Referring Practitioner Notified?  SAME DAY      AO DNA Rate 21.4%  
 Patient Notified?  SAME DAY

### COOKTOWN MULTI-PURPOSE HEALTH SERVICE

Check in to appt system?  Min Time before clinic NO mins      DNA on System?       Referring Practitioner Notified?  AS SOON AS POSSIBLE FOLLOWING CLINIC      NURSING AND AO DNA Rate %  
 Patient Notified?  AS SOON AS POSSIBLE FOLLOWING CLINIC

### DIABETES CENTRE

Check in to appt system?  Min Time before clinic NO mins      DNA on System?       Referring Practitioner Notified?  SAME DAY      AO DNA Rate 17%  
 Patient Notified?  SAME DAY

### GENERAL OPD - DOUGLAS SHIRE MULTIPURPOSE

Check in to appt system?  Min Time before clinic NO mins      DNA on System?       Referring Practitioner Notified?       DNA Rate 17%

### HOPE VALE PRIMARY HEALTH CARE CENTRE

Check in to appt system?  Min Time before clinic NO mins      DNA on System?       Referring Practitioner Notified?  AT NEXT CLINIC      NURSING DNA Rate %  
 Patient Notified?  WHEN REBOOKING

### LAURA PRIMARY HEALTH CARE CENTRE

Check in to appt system?  Min Time before clinic NO mins      DNA on System?       Referring Practitioner Notified?  ASAP AFTER CLINIC      NURSING DNA Rate 0%  
 Patient Notified?

### MEDICAL 4 CLINICS

Check in to appt system?  Min Time before clinic NO mins      DNA on System?       Referring Practitioner Notified?  DAY OF CLINIC      AO DNA Rate 30%  
 Patient Notified?  IF CONSIDERED NECESSARY

### MEDICAL 6 CLINICS - NEUROLOGY

Check in to appt system?  Min Time before clinic NO mins      DNA on System?       Referring Practitioner Notified?  AT END OF CLINIC      AO DNA Rate 17.4%  
 Patient Notified?  AT END OF CLINIC

### MEDICAL CLINICS 3

Check in to appt system?  Min Time before clinic NO mins      DNA on System?       Referring Practitioner Notified?  SAME DAY      NURSING AND OTHER DNA Rate 8.8%  
 Patient Notified?

### ORTHO # CLINICS

Check in to appt system?  Min Time before clinic NO mins      DNA on System?       Referring Practitioner Notified?  ONLY AT DR REQUEST      AO DNA Rate 13%  
 Patient Notified?

# BOOKING PROCESS

## CBH - CAIRNS BASE HOSPITAL

### 5TH FLOOR OUTREACH AND MEDICAL CLINICS

On receipt of referral booked to  After categorisation booked to  Do you conduct clinics with New/Review cases combined?    
 Waiting List Appt Schedule Waiting List Appt Schedule New Med Review Med New Surg Review Surg   
 Conversion Rate surgical OPD to ES Waiting List - if known N/A %

### CONSULTATION LIAISON PSYCHIATRY

On receipt of referral booked to  After categorisation booked to  Do you conduct clinics with New/Review cases combined?    
 Waiting List Appt Schedule Waiting List Appt Schedule New Med Review Med New Surg Review Surg   
 Conversion Rate surgical OPD to ES Waiting List - if known N/A %

### COOKTOWN MULTI-PURPOSE HEALTH SERVICE

On receipt of referral booked to  After categorisation booked to  Do you conduct clinics with New/Review cases combined?    
 Waiting List Appt Schedule Waiting List Appt Schedule New Med Review Med New Surg Review Surg   
 Conversion Rate surgical OPD to ES Waiting List - if known NOT KNOWN %

### DIABETES CENTRE

On receipt of referral booked to  After categorisation booked to  Do you conduct clinics with New/Review cases combined?    
 Waiting List Appt Schedule Waiting List Appt Schedule New Med Review Med New Surg Review Surg   
 Conversion Rate surgical OPD to ES Waiting List - if known N/A %

### GENERAL OPD - DOUGLAS SHIRE MULTIPURPOSE

On receipt of referral booked to  After categorisation booked to  Do you conduct clinics with New/Review cases combined?    
 Waiting List Appt Schedule Waiting List Appt Schedule New Med Review Med New Surg Review Surg   
 Conversion Rate surgical OPD to ES Waiting List - if known UNKNOWN %

### HOPE VALE PRIMARY HEALTH CARE CENTRE

On receipt of referral booked to  After categorisation booked to  Do you conduct clinics with New/Review cases combined?    
 Waiting List Appt Schedule Waiting List Appt Schedule New Med Review Med New Surg Review Surg   
 Conversion Rate surgical OPD to ES Waiting List - if known N/A %

### LAURA PRIMARY HEALTH CARE CENTRE

On receipt of referral booked to  After categorisation booked to  Do you conduct clinics with New/Review cases combined?    
 Waiting List Appt Schedule Waiting List Appt Schedule New Med Review Med New Surg Review Surg   
 Conversion Rate surgical OPD to ES Waiting List - if known N/A %

### MEDICAL 4 CLINICS

On receipt of referral booked to  After categorisation booked to  Do you conduct clinics with New/Review cases combined?    
 Waiting List Appt Schedule Waiting List Appt Schedule New Med Review Med New Surg Review Surg   
 Conversion Rate surgical OPD to ES Waiting List - if known N/A %

### MEDICAL 6 CLINICS - NEUROLOGY

On receipt of referral booked to  After categorisation booked to  Do you conduct clinics with New/Review cases combined?    
 Waiting List Appt Schedule Waiting List Appt Schedule New Med Review Med New Surg Review Surg   
 Conversion Rate surgical OPD to ES Waiting List - if known NOT KNOWN %



# BOOKING PROCESS

## CBH - CAIRNS BASE HOSPITAL

### YARRABAH HOSPITAL

On receipt of referral booked to	After categorisation booked to	Do you conduct clinics with New/Review cases combined?	Conversion Rate surgical OPD to ES Waiting List - if known
Waiting List <input checked="" type="checkbox"/>	Waiting List <input type="checkbox"/>	New Med <input type="checkbox"/> Review Med <input type="checkbox"/> New Surg <input type="checkbox"/> Review Surg <input type="checkbox"/>	N/A %

# CATEGORISATION AND WAITING LISTS

## CBH - CAIRNS BASE HOSPITAL

### 5TH FLOOR OUTREACH AND MEDICAL CLINICS

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  
NOT STATED mins

### CONSULTATION LIAISON PSYCHIATRY

Staff involved in referral categorisation  
REGISTRAR CNC

Written Categorisation Protocols  Own Referral Triage ALL  
Waiting List maintained for NO CLINICS System

Average Wait Time once arrived  
mins

### COOKTOWN MULTI-PURPOSE HEALTH SERVICE

Staff involved in referral categorisation  
MED SUPER/SMO/MO CNC/CN

Written Categorisation Protocols  Own Referral Triage NONE  
Waiting List maintained for NO CLINICS System

Average Wait Time once arrived  
30 mins

### DIABETES CENTRE

Staff involved in referral categorisation  
REGISTRAR CN

Written Categorisation Protocols  Own Referral Triage ALL  
Waiting List maintained for NO CLINICS System

Average Wait Time once arrived  
20 mins

### GENERAL OPD - DOUGLAS SHIRE MULTIPURPOSE

Staff involved in referral categorisation  
MED SUPER OR CONSULTANT

Written Categorisation Protocols  Own Referral Triage SOME  
Waiting List maintained for NO CLINICS System

Average Wait Time once arrived  
mins

### HOPE VALE PRIMARY HEALTH CARE CENTRE

Staff involved in referral categorisation  
MED SUPER/SMO/MO CNC/CN

Written Categorisation Protocols  Own Referral Triage SOME  
Waiting List maintained for ALL CLINICS System ELECTRONIC

Average Wait Time once arrived  
60 mins

### LAURA PRIMARY HEALTH CARE CENTRE

Staff involved in referral categorisation  
VMO DON

Written Categorisation Protocols  Own Referral Triage ALL  
Waiting List maintained for ALL CLINICS System MANUAL

Average Wait Time once arrived  
10 mins

### MEDICAL 4 CLINICS

Staff involved in referral categorisation  
CONSULTANT

Written Categorisation Protocols  Own Referral Triage SOME  
Waiting List maintained for NO CLINICS System

Average Wait Time once arrived  
45 mins

### MEDICAL 6 CLINICS - NEUROLOGY

Staff involved in referral categorisation  
CONSULTANT

Written Categorisation Protocols  Own Referral Triage ALL  
Waiting List maintained for NO CLINICS System

Average Wait Time once arrived  
mins

### MEDICAL CLINICS 3

Staff involved in referral categorisation  
CONSULTANT/REGISTRAR EN

Written Categorisation Protocols  Own Referral Triage ALL  
Waiting List maintained for SOME CLINICS System ELECTRONIC

Average Wait Time once arrived  
120 mins

### ORTHO # CLINICS

Staff involved in referral categorisation  
DIRECTOR OF ORTHOPAEDICS

Written Categorisation Protocols  Own Referral Triage ALL  
Waiting List maintained for ALL CLINICS System MANUAL

Average Wait Time once arrived  
60 mins

# CLINICS CONDUCTED AT 01 JULY 2004

## CBH CAIRNS BASE HOSPITAL

### 5TH FLOOR OUTREACH & MEDICAL CLINICS

#### 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

### CONSULTATION LIAISON PSYCHIATRY

#### 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

### COOKTOWN MULTI-PURPOSE HEALTH SERVICE 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  
 PAEDIATRICS

#### Surgical Clinics

CardioThoracic     ENT     General Surgery     Neurosurgery     Ophthalmology     Orthopaedics     Plastics     Urology     VascularSurgery

#### Gynaecology/Obstetric Psychi

Gynaecology     Obstetrics     Psychiatry

# CLINICS CONDUCTED AT 01 JULY 2004

## CBH CAIRNS BASE HOSPITAL

### HOPE VALE PRIMARY HEALTH CARE CENTRE

#### Medical Clinics

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

#### Surgical Clinics

CardioThoracic     ENT     General Surgery     Neurosurgery     Ophthalmology     Orthopaedics     Plastics     Urology     VascularSurgery

#### Gynaecology/Obstetric Psychi

Gynaecology     Obstetrics     Psychiatry

### LAURA PRIMARY HEALTH CARE CENTRE

#### 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

### MEDICAL 4 CLINICS

#### 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



# CLINICS CONDUCTED AT 01 JULY 2004

## CBH CAIRNS BASE HOSPITAL

### PAEDIATRICS (GENERAL)

#### Medical Clinics

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

#### Surgical Clinics

CardioThoracic     ENT     General Surgery     Neurosurgery     Ophthalmology     Orthopaedics     Plastics     Urology     VascularSurgery

### Gynaecology/Obstetric Psychi

Gynaecology     Obstetrics     Psychiatry

### RENAL OUTPATIENTS

#### 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

### SURGICAL CLINICS

#### 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  
 HRFC     ANAL MANOMETRY & COLPOSC     LOW VISION     PREADMISSION

### Gynaecology/Obstetric Psychi

Gynaecology     Obstetrics     Psychiatry



# CLINICS CONDUCTED AT 01 JULY 2004

## CBH CAIRNS BASE HOSPITAL

### YARRABAH HOSPITAL

#### Medical Clinics

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

#### Surgical Clinics

- CardioThoracic
- ENT
- General Surgery
- Neurosurgery
- Ophthalmology
- Orthopaedics
- Urology
- VascularSurgery

#### Gynaecology/Obstetric Psychi

- Gynaecology
- Obstetrics
- Psychiatry
- Geriatrics/Respiratory
- Plastics

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# DID NOT ATTEND RATES

## FOR JUNE 2004

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### CBH - CAIRNS BASE HOSPITAL

#### 5TH FLOOR OUTREACH AND MEDICAL CLINICS

DNA Rate 3.00 %

#### CONSULTATION LIAISON PSYCHIATRY

DNA Rate 21.40 %

#### COOKTOWN MULTI-PURPOSE HEALTH SERVICE

DNA Rate %

#### DIABETES CENTRE

DNA Rate 17.00 %

#### GENERAL OPD - DOUGLAS SHIRE MULTIPURPOSE

DNA Rate 17.00 %

#### HOPE VALE PRIMARY HEALTH CARE CENTRE

DNA Rate %

#### LAURA PRIMARY HEALTH CARE CENTRE

DNA Rate 0.00 %

#### MEDICAL 4 CLINICS

DNA Rate 30.00 %

#### MEDICAL 6 CLINICS - NEUROLOGY

DNA Rate 17.40 %

#### MEDICAL CLINICS 3

DNA Rate 8.80 %

# NEW CASE REFERRAL PROCESS

## CBH - CAIRNS BASE HOSPITAL

### 5TH FLOOR OUTREACH AND MEDICAL CLINICS

Referral required prio to booking appt?  If NOT, hard copy for filing?

Lodged on Referral Register?

Register Type  
ELECTRONIC

System  
OTHER

Cross District

Redirection Policy

### CONSULTATION LIAISON PSYCHIATRY

Referral required prio to booking appt?  If NOT, hard copy for filing?

Lodged on Referral Register?

Register Type  
System

NOT STATED

Cross District

Redirection Policy

### COOKTOWN MULTI-PURPOSE HEALTH SERVICE

Referral required prio to booking appt?  If NOT, hard copy for filing?

Lodged on Referral Register?

Register Type  
MANUAL

PAPER BASED SYSTEM

Cross District

Redirection Policy

### DIABETES CENTRE

Referral required prio to booking appt?  If NOT, hard copy for filing?

Lodged on Referral Register?

Register Type  
ELECTRONIC

System  
OTHER

Cross District

Redirection Policy

### GENERAL OPD - DOUGLAS SHIRE MULTIPURPOSE

Referral required prio to booking appt?  If NOT, hard copy for filing?

Lodged on Referral Register?

Register Type  
MANUAL

Cross District

Redirection Policy

### HOPE VALE PRIMARY HEALTH CARE CENTRE

Referral required prio to booking appt?  If NOT, hard copy for filing?

Lodged on Referral Register?

Register Type  
MANUAL

Cross District

Redirection Policy

### LAURA PRIMARY HEALTH CARE CENTRE

Referral required prio to booking appt?  If NOT, hard copy for filing?

Lodged on Referral Register?

Register Type  
MANUAL

Cross District

Redirection Policy

### MEDICAL 4 CLINICS

Referral required prio to booking appt?  If NOT, hard copy for filing?

Lodged on Referral Register?

Register Type  
ELECTRONIC

APP

Cross District

Redirection Policy

### MEDICAL 6 CLINICS - NEUROLOGY

Referral required prio to booking appt?  If NOT, hard copy for filing?

Lodged on Referral Register?

Register Type  
System

Cross District

Redirection Policy

### MEDICAL CLINICS 3

Referral required prio to booking appt?  If NOT, hard copy for filing?

Lodged on Referral Register?

Register Type  
ELECTRONIC

APP

Cross District

Redirection Policy

### ORTHO # CLINICS

Referral required prio to booking appt?  If NOT, hard copy for filing?

Lodged on Referral Register?

Register Type  
ELECTRONIC

APP

Cross District

Redirection Policy

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# NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

## CBH - CAIRNS BASE HOSPITAL

	Number with Appointment	Number on Waiting List	Total
Cardiology	0	0	0
Dermatology	0	0	0
Endocrine/Diabetes	540	0	540
Gastroenterology	56	0	56
General Medicine	42	0	42
Genetics	0	0	0
Geriatric	0	0	0
Haematology	0	0	0
Immunology/Allergy	0	0	0
Infectious Diseases	0	0	0
Nephrology	362	0	362
Neurology	124	0	124
Oncology	160	0	160
Palliative/Pain	0	0	0
Pharmacology/Toxicology	0	0	0
Respiratory Medicine	22	0	22
Rheumatology	0	0	0
Other Medicine	48	38	86
Cardio Thoracic Surgery	0	0	0
ENT	0	0	0
General Surgery	139	500	639
NeuroSurgery	50	0	50
Ophthalmology	100	230	330
Orthopaedic	340	650	990
Plastic Surgery	13	0	13
Urology	0	0	0
Vascular Surgery	115	0	115
Other Surgery	0	0	0
Gynaecology	98	60	158
Obstetrics	354	0	354
Other Gynaecology	26	22	48
Psychiatry	18	0	18
	2607	1500	4107

Source Data: Specialist Outpatient Department Profile July 2004



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