

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

| | | |
|--|---------------------|---------|
| CAL | CALOUNDRRA HOSPITAL | CENTRAL |
| SPECIALIST OUTPATIENT DEPARTMENT | | |
| <input checked="" type="checkbox"/> Referral Register kept | ELECTRONIC | APP |
| Wait List kept for ALL CLINICS | ELECTRONIC | |



PATIENT ATTENDANCE

CAL - CALOUNDRA HOSPITAL

SPECIALIST OUTPATIENT DEPARTMENT

Check in to appt system? Min Time before clinic mins

DNA on System?

Referring Practitioner Notified?
Patient Notified?

NURSING AND AO
DNA Rate 12%

State Average DNA Rate 12.71 % Hospital Average DNA Rate 12.00 %



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BOOKING PROCESS

CAL - CALOUNDRA HOSPITAL

SPECIALIST OUTPATIENT DEPARTMENT

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 3 Review Med 4 New Surg 8 Review Surg 14

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



CATEGORISATION AND WAITING LISTS

CAL - CALOUNDRA HOSPITAL

SPECIALIST OUTPATIENT DEPARTMENT

Staff involved in referral categorisation

DONE AT CENTRAL REFERRAL CENTRE

Written Categorisation Protocols

Own Referral Triage

Waiting List maintained for ALL CLINICS
System ELECTRONIC

Average Wait Time once arrived
30 mins

CLINICS CONDUCTED AT 01 JULY 2004

CAL CALOUNDRRA HOSPITAL

SPECIALIST OUTPATIENT DEPARTMENT

Medical Clinics

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

Surgical Clinics

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

Gynaecology/Obstetric Psychi

- Gynaecology Obstetrics Psychiatry

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DID NOT ATTEND RATES

FOR JUNE 2004

CAL - CALOUNDRA HOSPITAL

SPECIALIST OUTPATIENT DEPARTMENT

DNA Rate 12.00 %

Hospital Average 12.00 %

State Average 12.71 %

NEW CASE REFERRAL PROCESS

CAL - CALOUNDRA HOSPITAL

SPECIALIST OUTPATIENT DEPARTMENT

Referral required prior to booking appointment? If NOT, hard copy for filing?

Lodged on Referral Register? Register Type System
ELECTRONIC APP

Cross District Redirection Policy



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NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

CAL - CALOUNDRA HOSPITAL

| | Number with Appointment | Number on Waiting List | Total |
|-------------------------|-------------------------------|------------------------------|-------|
| Cardiology | 0 | 0 | 0 |
| Dermatology | 0 | 0 | 0 |
| Endocrine/Diabetes | 0 | 0 | 0 |
| Gastroenterology | 0 | 0 | 0 |
| General Medicine | 0 | 0 | 0 |
| 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 | 0 | 0 | 0 |
| Palliative/Pain | 0 | 0 | 0 |
| Pharmacology/Toxicology | 0 | 0 | 0 |
| Respiratory Medicine | 0 | 0 | 0 |
| Rheumatology | 0 | 0 | 0 |
| Other Medicine | 0 | 0 | 0 |
| Cardio Thoracic Surgery | 0 | 0 | 0 |
| ENT | 0 | 0 | 0 |
| General Surgery | 0 | 0 | 0 |
| NeuroSurgery | 0 | 0 | 0 |
| Ophthalmology | 0 | 0 | 0 |
| Orthopaedic | 0 | 0 | 0 |
| Plastic Surgery | 0 | 0 | 0 |
| Urology | 0 | 0 | 0 |
| Vascular Surgery | 0 | 0 | 0 |
| Other Surgery | 0 | 0 | 0 |
| Gynaecology | 0 | 0 | 0 |
| Obstetrics | 0 | 0 | 0 |
| Other Gynaecology | 0 | 0 | 0 |
| Psychiatry | 0 | 0 | 0 |
| | 0 | 0 | 0 |

Source Data: Specialist Outpatient Department Profile July 2004


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