

# APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

EMR	EMERALD HOSPITAL	CENTRAL
ACCIDENT & EMERGENCY OPD		
<input checked="" type="checkbox"/> Referral Register kept	ELECTRONIC	APP
Wait List kept for ALL CLINICS	ELECTRONIC	



# PATIENT ATTENDANCE

EMR - EMERALD HOSPITAL

ACCIDENT & EMERGENCY OPD

Check in to appt system?  Min Time before clinic  
NO mins

DNA on System?

Referring Practitioner Notified?

Patient Notified?

NEVER  
LETTER WITHIN WEEK OF CLINIC

NURSING  
DNA Rate

9%  
9.00 %

State Average DNA Rate 12.71 % Hospital Average DNA Rate



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# BOOKING PROCESS

## EMR - EMERALD HOSPITAL

### ACCIDENT & EMERGENCY 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 16 Review Med 6  
 New Surg 16 Review Surg 6

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

# CATEGORISATION AND WAITING LISTS

## EMR - EMERALD HOSPITAL

### ACCIDENT & EMERGENCY OPD

Staff involved in referral categorisation

CONSULTANT/MED SUPER

Written Categorisation Protocols       Own Referral Triage      Waiting List maintained for ALL CLINICS      Average Wait Time once arrived  
SOME      System ELECTRONIC      NOT STATED mins

# CLINICS CONDUCTED AT 01 JULY 2004

## EMR EMERALD HOSPITAL

### ACCIDENT & EMERGENCY/OPD

#### Medical Clinics

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

#### Surgical Clinics

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

#### Gynaecology/Obstetric Psychi

- Gynaecology
- Obstetrics
- ANTENATAL CLINICS
- Psychiatry
- BOOKING IN CLINIC

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# DID NOT ATTEND RATES

## FOR JUNE 2004

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**EMR - EMERALD HOSPITAL**

**ACCIDENT & EMERGENCY OPD**

DNA Rate 9.00 %

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Hospital Average 9.00 %

State Average 12.71 %

# NEW CASE REFERRAL PROCESS

EMR - EMERALD HOSPITAL

ACCIDENT & EMERGENCY OPD

Referral required prior to booking appt?  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

## EMR - EMERALD 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	17	8	25
Cardio Thoracic Surgery	0	0	0
ENT	0	0	0
General Surgery	50	0	50
NeuroSurgery	0	0	0
Ophthalmology	0	0	0
Orthopaedic	51	0	51
Plastic Surgery	0	0	0
Urology	0	0	0
Vascular Surgery	0	0	0
Other Surgery	0	3	3
Gynaecology	125	0	125
Obstetrics	127	0	127
Other Gynaecology	17	0	17
Psychiatry	0	0	0
	<b>387</b>	<b>11</b>	<b>398</b>

Source Data: Specialist Outpatient Department Profile July 2004

  
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