

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

GLA GLADSTONE HOSPITAL

CENTRAL

OUTPATIENTS DEPARTMENT

Referral Register kept

Wait List kept for SOME CLINICS MANUAL

PATIENT ATTENDANCE

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OUTPATIENTS DEPARTMENT

| Check in to appt system? | Min Time before clinic NO mins | DNA on System? | Referring Practitioner Notified? | After 3RD DNA Patient Notified? | State Average DNA Rate | Hospital Average DNA Rate | DNA Rate | AO |
|-------------------------------------|-----------------------------------|-------------------------------------|-------------------------------------|------------------------------------|------------------------|---------------------------|----------|----|
| <input checked="" type="checkbox"/> | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 12.71 % | 12.00 % | 12% | |



BOOKING PROCESS

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OUTPATIENTS DEPARTMENT

| | | | |
|---------------------------------------|---------------------------------------|--|--|
| 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 type="checkbox"/> | Waiting List <input type="checkbox"/> | New Med <input checked="" type="checkbox"/> 3 Review Med <input type="checkbox"/> 2 New Surg <input type="checkbox"/> Review Surg <input type="checkbox"/> | N/A % |



CATEGORISATION AND WAITING LISTS

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OUTPATIENTS DEPARTMENT

Staff involved in referral categorisation
CONSULTANT

Written Categorisation Protocols

Own Referral Triage

ALL

Waiting List maintained for SOME CLINICS
System MANUAL

Average Wait Time once arrived
NOT STATED mins

CLINICS CONDUCTED AT 01 JULY 2004

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OUTPATIENTS DEPARTMENT

Medical Clinics

- Cardiology
- Infectious Diseases
- Dermatology
- Endocrine
- Nephrology
- 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

- FRACTURE
- Gynaecology
- Obstetrics
- Geriatrics
- Respiratory
- Plastics
- Psychiatry



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DID NOT ATTEND RATES

FOR JUNE 2004

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OUTPATIENTS DEPARTMENT

DNA Rate 12.00 %

Hospital Average 12.00 %

State Average 12.71 %

NEW CASE REFERRAL PROCESS

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OUTPATIENTS DEPARTMENT

Referral required prio to booking appt?

If NOT, hard copy for filing?

Lodged on Referral Register?

Register Type System

Cross District

Redirection Policy



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NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

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| | 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 | 159 | 0 | 159 |
| 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 | 107 | 107 |
| Obstetrics | 10 | 0 | 10 |
| Other Gynaecology | 0 | 0 | 0 |
| Psychiatry | 0 | 0 | 0 |
| | <hr/> | <hr/> | <hr/> |
| | 169 | 107 | 276 |

Source Data: Specialist Outpatient Department Profile July 2004


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