

# APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

GCH GOLD COAST HOSPITAL SOUTHERN

## SPECIALIST OPD/PREADMISSION ROBINA

Referral Register kept ELECTRONIC OTHER HBCIS  
Wait List kept for ALL CLINICS ELECTRONIC

## SPECIALIST OUTPATIENTS & ORTHOPAEDIC

Referral Register kept ELECTRONIC APP  
Wait List kept for SOME ELECTRONIC



# PATIENT ATTENDANCE

## GCH - GOLD COAST HOSPITAL

### SPECIALIST OPD/PREADMISSION ROBINA

Check in to appt system?  Min Time before clinic mins

DNA on System?

Referring Practitioner Notified?  Patient Notified?

AFTER 3RD FTA  
 USUALLY UNABLE TO CONTACT

AO  
DNA Rate 13.5%

### SPECIALIST OUTPATIENTS & ORTHOPAEDIC

Check in to appt system?  Min Time before clinic mins

DNA on System?

Referring Practitioner Notified?  Patient Notified?

SAME DAY  
 IF REBOOKED - REFERRAL RETD TO GP IF NOT REBOOKED

NURSING & AO  
DNA Rate 18.5%

State Average DNA Rate 12.71 % Hospital Average DNA Rate 16.00 %



# BOOKING PROCESS

## GCH - GOLD COAST HOSPITAL

### SPECIALIST OPD/PREADMISSION ROBINA

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 2 Review Med 2 New Surg 8 Review Surg 12 Conversion Rate surgical OPD to ES Waiting List - if known NOT KNOWN %

### SPECIALIST OUTPATIENTS & ORTHOPAEDIC

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 2 Review Med 15 New Surg 5 Review Surg 20 Conversion Rate surgical OPD to ES Waiting List - if known NOT KNOWN %

# CATEGORISATION AND WAITING LISTS

## GCH - GOLD COAST HOSPITAL

### SPECIALIST OPD/PREADMISSION ROBINA

Staff involved in referral categorisation  
CONSULTANT NUM

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

### SPECIALIST OUTPATIENTS & ORTHOPAEDIC

Staff involved in referral categorisation  
CONSULTANT OR REGISTRAR NPC

Written Categorisation Protocols       Own Referral Triage      Waiting List maintained for SOME      Average Wait Time once arrived  
ALL      System ELECTRONIC      UNABLE TO QUALIFY mins  
ACCURATELY



# CLINICS CONDUCTED AT 01 JULY 2004

## GCH GOLD COAST HOSPITAL

### SPECIALIST OPD/PREADMISSION ROBINA

#### Medical Clinics

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

#### Surgical Clinics

- CardioThoracic     ENT     General Surgery     Neurosurgery     Ophthalmology     Orthopaedics     Plastics     Urology     VascularSurgery  
 REGISTRAR REVIEW CLINIC     COLORECTAL

#### Gynaecology/Obstetric Psychi

- Gynaecology     Obstetrics     COLPOSCOPY CLINIC     URODYNAMIC     UROGYNAE  
 PREADMISSION     Psychiatry

### SPECIALIST OUTPATIENT DEPT & ORTHOPAEDIC DEPT

#### Medical Clinics

- Cardiology     Dermatology     Endocrine     Gastroenterology     General Medicine     Genetics     Geriatrics     Haematology     Immunology/Allergy  
 Infectious Diseases     Nephrology     Neurology     Oncology     Palliative/Pain     Pharmacology     Respiratory     Rheumatology  
 STAFF     CHEST     IRRITABLE BOWEL DISEASE     RADIO THERAPY

#### Surgical Clinics

- CardioThoracic     ENT     General Surgery     Neurosurgery     Ophthalmology     Orthopaedics     Plastics     Urology     VascularSurgery  
 COLORECTAL     MAXILLO-FACIAL     BREAST  
 Gynaecology     Obstetrics     GYNAE ONCOLOGY     Psychiatry

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# DID NOT ATTEND RATES

## FOR JUNE 2004

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### GCH - GOLD COAST HOSPITAL

#### SPECIALIST OPD/PREADMISSION ROBINA

DNA Rate 13.50 %

#### SPECIALIST OUTPATIENTS & ORTHOPAEDIC

DNA Rate 18.50 %

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**Hospital Average 16.00 %**

**State Average 12.71 %**

# NEW CASE REFERRAL PROCESS

## GCH - GOLD COAST HOSPITAL

### SPECIALIST OPD/PREADMISSION ROBINA

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

Lodged on Referral Register?

Register Type  
ELECTRONIC

System  
OTHER HBCIS

Cross District  Redirection Policy

### SPECIALIST OUTPATIENTS & ORTHOPAEDIC

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

Lodged on Referral Register?

Register Type  
ELECTRONIC

System  
APP

Cross District  Redirection Policy



\*CONFIDENTIAL\*

# NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

## GCH - GOLD COAST HOSPITAL

	Number with Appointment	Number on Waiting List	Total
Cardiology	20	30	50
Dermatology	0	60	60
Endocrine/Diabetes	67	0	67
Gastroenterology	25	774	799
General Medicine	16	0	16
Genetics	0	0	0
Geriatric	0	0	0
Haematology	0	0	0
Immunology/Allergy	0	0	0
Infectious Diseases	0	0	0
Nephrology	9	0	9
Neurology	7	340	347
Oncology	0	0	0
Palliative/Pain	0	0	0
Pharmacology/Toxicology	0	0	0
Respiratory Medicine	12	43	55
Rheumatology	13	85	98
Other Medicine	37	80	117
Cardio Thoracic Surgery	0	0	0
ENT	76	1144	1220
General Surgery	176	218	394
NeuroSurgery	327	15	342
Ophthalmology	84	1057	1141
Orthopaedic	254	1671	1925
Plastic Surgery	48	205	253
Urology	81	871	952
Vascular Surgery	26	446	472
Other Surgery	76	728	804
Gynaecology	191	376	567
Obstetrics	0	0	0
Other Gynaecology	182	99	281
Psychiatry	0	0	0
	1727	8242	9969

Source Data: Specialist Outpatient Department Profile July 2004

  
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