

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

GYM GYMPIE HOSPITAL		CENTRAL	
CLINICS IN ED			
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC	EXCEL SPREADSHEET
	Wait List kept for SOME CLINICS	ELECTRONIC	
GYNAECOLOGICAL			
<input type="checkbox"/>	Referral Register kept		
	Wait List kept for NO CLINICS		
OBSTETRIC OUTREACH CLINIC			
<input type="checkbox"/>	Referral Register kept		
	Wait List kept for NO CLINICS		
PAEDIATRIC			
<input checked="" type="checkbox"/>	Referral Register kept	MANUAL	
	Wait List kept for ALL CLINICS	MANUAL	
PRE-ADMISSION CLINIC			
<input type="checkbox"/>	Referral Register kept		
	Wait List kept for		



PATIENT ATTENDANCE

GYM - GYMPIE HOSPITAL

CLINICS IN ED

Check in to appt system? Min Time before clinic NO mins DNA on System? Referring Practitioner Notified? ASAP AFTER MISSED APPT
 Patient Notified? ASAP AFTER MISSED APPT AO DNA Rate 5%

GYNAECOLOGICAL

Check in to appt system? Min Time before clinic 10 mins DNA on System? Referring Practitioner Notified? AT END OF CLINIC
 Patient Notified? AT END OF CLINIC NURSING AND AO DNA Rate 17%

OBSTETRIC OUTREACH CLINIC

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

PAEDIATRIC

Check in to appt system? Min Time before clinic NO mins DNA on System? Referring Practitioner Notified? LETTER THAT DAY
 Patient Notified? PHONE CALL THAT DAY NURSING DNA Rate 0%

PRE-ADMISSION CLINIC

Check in to appt system? Min Time before clinic mins DNA on System? Referring Practitioner Notified? AFTER CLINIC WEEKLY
 Patient Notified? AFTER CLINIC WEEKLY NURSING AND AO DNA Rate 1.5%

State Average DNA Rate 12.71 % Hospital Average DNA Rate 5.88 %

BOOKING PROCESS

GYM - GYMPIE HOSPITAL

CLINICS IN ED

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

GYNAECOLOGICAL

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

OBSTETRIC OUTREACH CLINIC

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

PAEDIATRIC

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

PRE-ADMISSION CLINIC

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



CATEGORISATION AND WAITING LISTS

GYM - GYMPIE HOSPITAL

CLINICS IN ED

Staff involved in referral categorisation
VMO

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

GYNAECOLOGICAL

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 30 mins

OBSTETRIC OUTREACH CLINIC

Staff involved in referral categorisation
SENIOR MEDICAL OFFICER NUM/CN/RN

Written Categorisation Protocols Own Referral Triage NONE Waiting List maintained for NO CLINICS System Average Wait Time once arrived 15 mins

PAEDIATRIC

Staff involved in referral categorisation
DIRECTOR OF PAEDIATRICS NUM

Written Categorisation Protocols Own Referral Triage ALL Waiting List maintained for ALL CLINICS System MANUAL Average Wait Time once arrived 30 mins

PRE-ADMISSION CLINIC

Staff involved in referral categorisation

Written Categorisation Protocols Own Referral Triage Waiting List maintained for System Average Wait Time once arrived mins

CLINICS CONDUCTED AT 01 JULY 2004

GYM GYMPIE HOSPITAL

CLINICS RUN FROM EMERGENCY DEPARTMENT

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

GYNAECOLOGICAL

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

OBSTETRIC OUTREACH CLINIC

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

CONFIDENTIAL

DID NOT ATTEND RATES

FOR JUNE 2004

GYM - GYMPIE HOSPITAL

CLINICS IN ED

DNA Rate 5.00 %

GYNAECOLOGICAL

DNA Rate 17.00 %

OBSTETRIC OUTREACH CLINIC

DNA Rate %

PAEDIATRIC

DNA Rate 0.00 %

PRE-ADMISSION CLINIC


DNA Rate 1.50 %

Hospital Average 5.88 %

State Average 12.71 %

NB: If DNA rate is blank, question unanswered on profile

Source Data: Specialist Outpatient Department Profile July 2004


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NEW CASE REFERRAL PROCESS

GYM - GYMPIE HOSPITAL

CLINICS IN ED

Referral required prio to booking appt? If NOT, hard copy for filing? Lodged on Referral Register? Register Type ELECTRONIC OTHER System EXCEL SPREADSHEET Cross District Redirection Policy

GYNAECOLOGICAL

Referral required prio to booking appt? If NOT, hard copy for filing? Lodged on Referral Register? Register Type System System Cross District Redirection Policy

OBSTETRIC OUTREACH CLINIC

Referral required prio to booking appt? If NOT, hard copy for filing? Lodged on Referral Register? Register Type System System Cross District Redirection Policy

PAEDIATRIC

Referral required prio to booking appt? If NOT, hard copy for filing? Lodged on Referral Register? Register Type MANUAL System Cross District Redirection Policy

PRE-ADMISSION CLINIC

Referral required prio to booking appt? If NOT, hard copy for filing? Lodged on Referral Register? Register Type System System Cross District Redirection Policy

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NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

GYM - GYMPIE 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	81	63	144
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	15	21	36
Cardio Thoracic Surgery	0	0	0
ENT	0	0	0
General Surgery	65	5	70
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	66	0	66
Obstetrics	0	0	0
Other Gynaecology	0	0	0
Psychiatry	0	0	0
	227	89	316

Source Data: Specialist Outpatient Department Profile July 2004


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