

# APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

HVB HERVEY BAY HOSPITAL

CENTRAL

## SPECIALIST CLINICS

Referral Register kept

ELECTRONIC

APP

Wait List kept for SOME CLINICS

ELECTRONIC AND M

# PATIENT ATTENDANCE

## HVB - HERVEY BAY HOSPITAL

### SPECIALIST CLINICS

Check in to appt system?	Min Time before clinic NO mins	DNA on System?	Referring Practitioner Notified?	SPECIALIST DICTATES LETTER	NURSING AND AO DNA Rate
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	SPECIALIST DICTATES LETTER	13.25%
				State Average DNA Rate	Hospital Average DNA Rate
				12.71 %	13.25 %



# BOOKING PROCESS

## HVB - HERVEY BAY HOSPITAL

### SPECIALIST CLINICS

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	Review Med	New Surg	Review Surg	Conversion Rate surgical OPD to ES Waiting List - if known	NOT KNOWN %
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3	3	10	12		

# CATEGORISATION AND WAITING LISTS

HVB - HERVEY BAY HOSPITAL

SPECIALIST CLINICS

Staff involved in referral categorisation

CONSULTANT

Written Categorisation Protocols

Own Referral Triage

ALL

Waiting List maintained for SOME CLINICS

System ELECTRONIC

Average Wait Time once arrived

60 mins



COI.0025.0001.00198

# CLINICS CONDUCTED AT 01 JULY 2004

## HVB HERVEY BAY HOSPITAL

### SPECIALIST CLINICS

#### Medical Clinics

- |   |  |   |  |  |  |                                      |   |   |
|---|--|---|--|--|--|--------------------------------------|---|---|
| <input type="checkbox"/> Cardiology             | <input type="checkbox"/> Dermatology           | <input checked="" type="checkbox"/> Endocrine       | <input type="checkbox"/> Gastroenterology    | <input checked="" type="checkbox"/> General Medicine | <input type="checkbox"/> Genetics                | <input type="checkbox"/> Geriatrics  | <input checked="" type="checkbox"/> Haematology | <input type="checkbox"/> Immunology/Allergy |
| <input type="checkbox"/> Infectious Diseases    | <input checked="" type="checkbox"/> Nephrology | <input type="checkbox"/> Neurology                  | <input checked="" type="checkbox"/> Oncology | <input type="checkbox"/> Palliative/Pain             | <input type="checkbox"/> Pharmacology            | <input type="checkbox"/> Respiratory | <input type="checkbox"/> Rheumatology           |   |
| <input checked="" type="checkbox"/> EST         | <input checked="" type="checkbox"/> HOLTZER    |   |  |  |  |                                      |   |   |
| <u>Surgical Clinics</u>                         |  |   |  |  |  |                                      |   |   |
| <input type="checkbox"/> CardioThoracic         | <input type="checkbox"/> ENT                   | <input checked="" type="checkbox"/> General Surgery | <input type="checkbox"/> Neurosurgery        | <input checked="" type="checkbox"/> Ophthalmology    | <input checked="" type="checkbox"/> Orthopaedics | <input type="checkbox"/> Plastics    | <input type="checkbox"/> Urology                | <input type="checkbox"/> VascularSurgery    |
| <input checked="" type="checkbox"/> HAND        |  | <input checked="" type="checkbox"/> RETINOPATHY     |  |  |  |                                      |   |   |
| <u>Gynaecology/Obstetric, Psychi</u>            |  |   |  |  |  |                                      |   |   |
| <input checked="" type="checkbox"/> Gynaecology | <input checked="" type="checkbox"/> Obstetrics | <input type="checkbox"/>                            | <input type="checkbox"/>                     | <input type="checkbox"/>                             | <input type="checkbox"/>                         | <input type="checkbox"/>             | <input type="checkbox"/>                        | <input type="checkbox"/>                    |
| <input type="checkbox"/>                        | <input type="checkbox"/> Psychiatry            |   |  |  |  |                                      |   |   |

\* CONFIDENTIAL \*

# DID NOT ATTEND RATES

## FOR JUNE 2004

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**HVB - HERVEY BAY HOSPITAL**

**SPECIALIST CLINICS**

DNA Rate 13.25 %

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**Hospital Average 13.25 %**

**State Average 12.71 %**

# NEW CASE REFERRAL PROCESS

HVB - HERVEY BAY HOSPITAL

## SPECIALIST CLINICS

Referral required prio 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

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## HVB - HERVEY BAY 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	231	0	231
Genetics	0	0	0
Geriatric	0	0	0
Haematology	0	0	0
Immunology/Allergy	0	0	0
Infectious Diseases	0	0	0
Nephrology	18	19	37
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	67	0	67
Cardio Thoracic Surgery	0	0	0
ENT	0	0	0
General Surgery	157	0	157
NeuroSurgery	0	0	0
Ophthalmology	64	264	328
Orthopaedic	0	435	435
Plastic Surgery	0	0	0
Urology	0	0	0
Vascular Surgery	0	0	0
Other Surgery	0	0	0
Gynaecology	100	0	100
Obstetrics	0	0	0
Other Gynaecology	0	0	0
Psychiatry	0	0	0
	<hr/> 637	<hr/> 718	<hr/> 1355

Source Data: Specialist Outpatient Department Profile July 2004

  
COI.0025.0001.00202