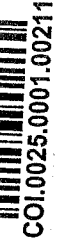


# APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

KIN	KINGARROY HOSPITAL	CENTRAL
<b>CHERBOURG GENERAL OPD</b>		
<input checked="" type="checkbox"/>	Referral Register kept	MANUAL
	Wait List kept for SOME CLINICS	MANUAL
<b>GYNAECOLOGY OPD</b>		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC APP
	Wait List kept for ALL CLINICS	ELECTRONIC
<b>SPECIALIST CLINIC</b>		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC OTHER CESA
	Wait List kept for ALL CLINICS	MANUAL
<b>SURGICAL OPD</b>		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC APP
	Wait List kept for ALL CLINICS	ELECTRONIC



# PATIENT ATTENDANCE

## KIN - KINGAROY HOSPITAL

### CHERBOURG GENERAL OPD

Check in to appt system?  Min Time before clinic NO mins  DNA on System?  Referring Practitioner Notified?  Patient Notified?

NURSING AND AO  
DNA Rate 34%

### GYNAECOLOGY OPD

Check in to appt system?  Min Time before clinic NO mins  DNA on System?  Referring Practitioner Notified?  Patient Notified?  AT CLINIC

NURSING  
DNA Rate 25%

### SPECIALIST CLINIC

Check in to appt system?  Min Time before clinic NO mins  DNA on System?  Referring Practitioner Notified?  Patient Notified?  WITHIN 24 HOURS  
 WITHIN 24 HOURS

ALL STAFF  
DNA Rate 15%

### SURGICAL OPD

Check in to appt system?  Min Time before clinic NO mins  DNA on System?  Referring Practitioner Notified?  Patient Notified?  AFTER 2 FTA

NURSING  
DNA Rate 10%

State Average DNA Rate 12.71 % Hospital Average DNA Rate 21.00 %

# BOOKING PROCESS

## KIN - KINGAROY HOSPITAL

### CHERBOURG GENERAL 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  10    Review Med  10  
 New Surg     Review Surg

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

### GYNAECOLOGY 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  10    Review Med  15  
 New Surg     Review Surg

Conversion Rate surgical OPD to ES Waiting List - if known  
 16.6 %

### SPECIALIST CLINIC

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 %

### SURGICAL 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     Review Med  6  
 New Surg     Review Surg  6

Conversion Rate surgical OPD to ES Waiting List - if known  
 60 %



# CATEGORISATION AND WAITING LISTS

## KIN - KINGARROY HOSPITAL

### CHERBOURG GENERAL OPD

Staff involved in referral categorisation  
MED SUPER

Written Categorisation Protocols       Own Referral Triage      None      Waiting List maintained for SOME CLINICS      Average Wait Time once arrived  
System      MANUAL      30 mins

### GYNAECOLOGY OPD

Staff involved in referral categorisation  
CONSULTANT NUM

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

### SPECIALIST CLINIC

Staff involved in referral categorisation  
CONSULTANT AND REG CNC PSYCHOLOGISTS & SW

Written Categorisation Protocols       Own Referral Triage      ALL      Waiting List maintained for ALL CLINICS      Average Wait Time once arrived  
System      MANUAL      15 mins

### SURGICAL OPD

Staff involved in referral categorisation  
CONSULTANT CN

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

# CLINICS CONDUCTED AT 01 JULY 2004

## KIN KINGARROY HOSPITAL

### GENERAL OPD - CHERBOURG

#### Medical Clinics

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

#### Surgical Clinics

- CardioThoracic     ENT     General Surgery     Neurosurgery     Ophthalmology     Orthopaedics     Plastics     Urology     VascularSurgery

#### Gynaecology/Obstetric Psychi

- Gynaecology     Obstetrics     Psychiatry

### GYNAECOLOGY OPD

#### 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

### SPECIALIST 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

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# DID NOT ATTEND RATES

## FOR JUNE 2004

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### KIN - KINGAROY HOSPITAL

#### CHERBOURG GENERAL OPD

DNA Rate 34.00 %

#### GYNAECOLOGY OPD

DNA Rate 25.00 %

#### SPECIALIST CLINIC

DNA Rate 15.00 %

#### SURGICAL OPD


DNA Rate 10.00 %

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**Hospital Average 21.00 %**

**State Average 12.71 %**

NB: If DNA rate is blank, question unanswered on profile  
Source Data: Specialist Outpatient Department Profile July 2004

  
COI.0025.0001.00217

# NEW CASE REFERRAL PROCESS

**KIN - KINGAROY HOSPITAL**

**CHERBOURG GENERAL OPD**

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

**GYNAECOLOGY OPD**

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

**SPECIALIST CLINIC**

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

**SURGICAL OPD**

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



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# NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

## KIN - KINGAROY 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	0	0	0
Cardio Thoracic Surgery	0	0	0
ENT	0	0	0
General Surgery	33	51	84
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	13	4	17
Gynaecology	63	7	70
Obstetrics	0	0	0
Other Gynaecology	0	0	0
Psychiatry	59	1	60
	168	63	231

Source Data: Specialist Outpatient Department Profile July 2004

  
COI.0025.0001.00219