

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

LOG LOGAN HOSPITAL

SOUTHERN

SPECIALIST OUTPATIENTS

Referral Register kept

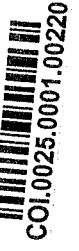
ELECTRONIC

REFERRAL DATABASE

Wait List kept for ALL CLINICS

ELECTRONIC

OTHER



PATIENT ATTENDANCE

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SPECIALIST OUTPATIENTS

Check in to appt system?	Min Time before clinic	DNA on System?	Referring Practitioner Notified?	POST CLINIC	POST CLINIC	State Average DNA Rate	Hospital Average DNA Rate	DNA Rate	AO
<input checked="" type="checkbox"/>	10 mins	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	12.71 %	24.50 %		



BOOKING PROCESS

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SPECIALIST OUTPATIENTS

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 3 Review Med 10 New Surg 7 Review Surg 12

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



CATEGORISATION AND WAITING LISTS

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SPECIALIST OUTPATIENTS

Staff involved in referral categorisation
CONSULTANT CM & NUM

Written Categorisation Protocols Own Referral Triage Waiting List maintained for ALL CLINICS Average Wait Time once arrived
MOST System ELECTRONIC <20 SURG + <90 MED mins



CLINICS CONDUCTED AT 01 JULY 2004

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SPECIALIST OUTPATIENTS DEPARTMENT

Medical Clinics

- | | | | | | | | | |
|--|--|---|--|--|--|---|---------------------------------------|---|
| <input checked="" type="checkbox"/> Cardiology | <input type="checkbox"/> Dermatology | <input checked="" type="checkbox"/> Endocrine | <input checked="" type="checkbox"/> Gastroenterology | <input checked="" type="checkbox"/> General Medicine | <input type="checkbox"/> Genetics | <input type="checkbox"/> Geriatrics | <input type="checkbox"/> Haematology | <input type="checkbox"/> Immunology/Allergy |
| <input checked="" type="checkbox"/> Infectious Diseases | <input checked="" type="checkbox"/> Nephrology | <input checked="" type="checkbox"/> Neurology | <input type="checkbox"/> Oncology | <input checked="" type="checkbox"/> Palliative/Pain | <input type="checkbox"/> Pharmacology | <input checked="" type="checkbox"/> Respiratory | <input type="checkbox"/> Rheumatology | |
| <input checked="" type="checkbox"/> PAEDIATRIC DEVELOPMENT | <input checked="" type="checkbox"/> PAEDIATRIC CHILD PROTECTIO | <input checked="" type="checkbox"/> SEXUAL HEALTH | | | | | | |
| <u>Surgical Clinics</u> | | | | | | | | |
| <input type="checkbox"/> CardioThoracic | <input checked="" type="checkbox"/> ENT | <input checked="" type="checkbox"/> General Surgery | <input type="checkbox"/> Neurosurgery | <input type="checkbox"/> Ophthalmology | <input checked="" type="checkbox"/> Orthopaedics | <input type="checkbox"/> Plastics | <input type="checkbox"/> Urology | <input type="checkbox"/> VascularSurgery |
| <input checked="" type="checkbox"/> FRACTURE | | <input type="checkbox"/> | | <input type="checkbox"/> | | <input type="checkbox"/> | | |
| <u>Gynaecology/Obstetric/ Psychi</u> | | | | | | | | |
| <input checked="" type="checkbox"/> Gynaecology | <input checked="" type="checkbox"/> Obstetrics | <input checked="" type="checkbox"/> COLPOSCOPY | <input checked="" type="checkbox"/> ANC HIGH RISK | | | <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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SPECIALIST OUTPATIENTS

DNA Rate 24.50 %

Hospital Average 24.50 %

State Average 12.71 %

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


COI.0025.0001.00225

NEW CASE REFERRAL PROCESS

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SPECIALIST OUTPATIENTS

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

Lodged on Referral Register?

Register Type System
ELECTRONIC OTHER

REFERRAL DATABASE

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	32	12	44
Dermatology	0	0	0
Endocrine/Diabetes	0	0	0
Gastroenterology	637	607	1244
General Medicine	95	73	168
Genetics	0	0	0
Geriatric	0	0	0
Haematology	0	0	0
Immunology/Allergy	0	0	0
Infectious Diseases	2	2	4
Nephrology	0	0	0
Neurology	45	29	74
Oncology	0	0	0
Palliative/Pain	0	0	0
Pharmacology/Toxicology	0	0	0
Respiratory Medicine	73	61	134
Rheumatology	0	0	0
Other Medicine	286	207	493
Cardio Thoracic Surgery	0	0	0
ENT	0	0	0
General Surgery	429	345	774
NeuroSurgery	0	0	0
Ophthalmology	0	0	0
Orthopaedic	767	673	1440
Plastic Surgery	0	0	0
Urology	0	0	0
Vascular Surgery	0	0	0
Other Surgery	0	0	0
Gynaecology	136	94	230
Obstetrics	0	0	0
Other Gynaecology	20	12	32
Psychiatry	0	0	0
	2522	2115	4637

Source Data: Specialist Outpatient Department Profile July 2004


COI.0025.0001.00227