

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

MKY	MACKAY HOSPITAL	NORTHERN
CHILD AND ADOLESCENT HEALTH OUTPATIENTS		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC APP
	Wait List kept for	SOME CLINICS ELECTRONIC
OBSTETRICS AND GYNAECOLOGY		
<input checked="" type="checkbox"/>	Referral Register kept	MANUAL
	Wait List kept for	NO CLINICS
PSYCHIATRY - MACKAY COMMUNITY HEALTH		
<input type="checkbox"/>	Referral Register kept	OTHER NOT STATED
	Wait List kept for	NO CLINICS
S/OUTPATIENTS PSYCHIATRY - WHITSUNDAY COMM HEALTH		
<input type="checkbox"/>	Referral Register kept	OTHER NOT STATED
	Wait List kept for	NO CLINICS
SPECIALIST OUTPATIENTS		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC APP
	Wait List kept for	ALL CLINICS ELECTRONIC
SPECIALIST OUTPATIENTS - PROSERPINE DATA		
<input checked="" type="checkbox"/>	Referral Register kept	MANUAL
	Wait List kept for	NO CLINICS
SPECIALIST OUTPATIENTS PSYCHIATRY - MORANBAH		
<input type="checkbox"/>	Referral Register kept	OTHER NOT STATED
	Wait List kept for	NO CLINICS
SPECIALIST OUTPATIENTS PSYCHIATRY - SARINA		
<input type="checkbox"/>	Referral Register kept	OTHER NOT STATED
	Wait List kept for	NO CLINICS



PATIENT ATTENDANCE

MKY - MACKAY HOSPITAL

CHILD AND ADOLESCENT HEALTH OUTPATIENTS

Check in to appt system? Min Time before clinic NO mins DNA on System? Referring Practitioner Notified? FOR REPEATED FTAS AFTER CLINIC BY PHONE AO DNA Rate 8%

OBSTETRICS AND GYNAECOLOGY

Check in to appt system? Min Time before clinic 15 mins DNA on System? Referring Practitioner Notified? AT TIME OF CLINIC AT TIME OF CLINIC NURSING AND AO DNA Rate %

PSYCHIATRY - MACKAY COMMUNITY HEALTH

Check in to appt system? Min Time before clinic NO mins DNA on System? Referring Practitioner Notified? LETTER TO GP LETTER OR APPT CARD NURSING AND OTHER DNA Rate %

S/OUTPATIENTS PSYCHIATRY - WHITSUNDAY COMM HEALTH

Check in to appt system? Min Time before clinic NO mins DNA on System? Referring Practitioner Notified? LETTER TO GP LETTER OR APPT CARD NURSING AND OTHER STAFF DNA Rate %

SPECIALIST OUTPATIENTS

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

SPECIALIST OUTPATIENTS - PROSERPINE DATA

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

SPECIALIST OUTPATIENTS PSYCHIATRY - MORANBAH

Check in to appt system? Min Time before clinic NO mins DNA on System? Referring Practitioner Notified? LETTER TO GP LETTER OR APPT CARD NURSING AND OTHER STAFF DNA Rate %

SPECIALIST OUTPATIENTS PSYCHIATRY - SARINA

Check in to appt system? Min Time before clinic NO mins DNA on System? Referring Practitioner Notified? LETTER TO GP LETTER OR APPT CARD NURSING AND OTHER DNA Rate %

State Average DNA Rate 12.71 % Hospital Average DNA Rate 8.00 %



BOOKING PROCESS

MKY - MACKAY HOSPITAL

CHILD AND ADOLESCENT HEALTH OUTPATIENTS

On receipt of referral booked to After categorisation booked to
 Waiting List Appt Schedule Waiting List Appt Schedule

Do you conduct clinics with New/Review cases combined?
 New Med 2 Review Med 4 New Surg 10 Review Surg 10

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

OBSTETRICS AND GYNAECOLOGY

On receipt of referral booked to After categorisation booked to
 Waiting List Appt Schedule 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 %

PSYCHIATRY - MACKAY COMMUNITY HEALTH

On receipt of referral booked to After categorisation booked to
 Waiting List Appt Schedule 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 %

S/OUTPATIENTS PSYCHIATRY - WHITSUNDAY COMM HEALTH

On receipt of referral booked to After categorisation booked to
 Waiting List Appt Schedule 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 %

SPECIALIST OUTPATIENTS

On receipt of referral booked to After categorisation booked to
 Waiting List Appt Schedule Waiting List Appt Schedule

Do you conduct clinics with New/Review cases combined?
 New Med 2 Review Med 6 New Surg 16 Review Surg 6

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

SPECIALIST OUTPATIENTS - PROSERPINE DATA

On receipt of referral booked to After categorisation booked to
 Waiting List Appt Schedule Waiting List Appt Schedule

Do you conduct clinics with New/Review cases combined?
 New Med 2 Review Med 6 New Surg Review Surg

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

SPECIALIST OUTPATIENTS PSYCHIATRY - MORANBAH

On receipt of referral booked to After categorisation booked to
 Waiting List Appt Schedule 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 %

SPECIALIST OUTPATIENTS PSYCHIATRY - SARINA

On receipt of referral booked to After categorisation booked to
 Waiting List Appt Schedule 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 %

CATEGORISATION AND WAITING LISTS

MKY - MACKAY HOSPITAL

CHILD AND ADOLESCENT HEALTH OUTPATIENTS

Staff involved in referral categorisation
CONSULTANT

Written Categorisation Protocols	<input checked="" type="checkbox"/>	Own Referral Triage	ALL	Waiting List maintained for SOME CLINICS	System ELECTRONIC	Average Wait Time once arrived	30 mins
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OBSTETRICS AND GYNAECOLOGY

Staff involved in referral categorisation
CONSULTANT

Written Categorisation Protocols	<input type="checkbox"/>	Own Referral Triage	ALL	Waiting List maintained for NO CLINICS	System	Average Wait Time once arrived	<150 mins
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PSYCHIATRY - MACKAY COMMUNITY HEALTH

Staff involved in referral categorisation
SMO CNC/CN ALLIED HEALTH

Written Categorisation Protocols	<input checked="" type="checkbox"/>	Own Referral Triage	NONE	Waiting List maintained for NO CLINICS	System	Average Wait Time once arrived	NOT STATED mins
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S/OUTPATIENTS PSYCHIATRY - WHITSUNDAY COMM HE

Staff involved in referral categorisation
SMO ALLIED HEALTH

Written Categorisation Protocols	<input checked="" type="checkbox"/>	Own Referral Triage	NONE	Waiting List maintained for NO CLINICS	System	Average Wait Time once arrived	NOT STATED mins
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SPECIALIST OUTPATIENTS

Staff involved in referral categorisation
CONSULTANT CNC/CN

Written Categorisation Protocols	<input checked="" type="checkbox"/>	Own Referral Triage	ALL	Waiting List maintained for ALL CLINICS	System ELECTRONIC	Average Wait Time once arrived	30 mins
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SPECIALIST OUTPATIENTS - PROSERPINE DATA

Staff involved in referral categorisation
CN

Written Categorisation Protocols	<input type="checkbox"/>	Own Referral Triage	NONE	Waiting List maintained for NO CLINICS	System	Average Wait Time once arrived	<30 mins
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SPECIALIST OUTPATIENTS PSYCHIATRY - MORANBAH

Staff involved in referral categorisation
SMO ALLIED HEALTH

Written Categorisation Protocols	<input checked="" type="checkbox"/>	Own Referral Triage	NONE	Waiting List maintained for NO CLINICS	System	Average Wait Time once arrived	NOT STATED mins
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SPECIALIST OUTPATIENTS PSYCHIATRY - SARINA

Staff involved in referral categorisation
SMO ALLIED HEALTH

Written Categorisation Protocols	<input checked="" type="checkbox"/>	Own Referral Triage	NONE	Waiting List maintained for NO CLINICS	System	Average Wait Time once arrived	NOT STATED mins
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CLINICS CONDUCTED AT 01 JULY 2004

MKY MACKAY HOSPITAL

CHILD & ADOLESCENT HEALTH OUTPATIENTS

Medical Clinics

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

Surgical Clinics

CardioThoracic ENT General Surgery Neurosurgery Ophthalmology Orthopaedics Plastics Urology VascularSurgery
 PAEDIATRIC SCOLIOSIS

Gynaecology/Obstetric Psychi

Gynaecology Obstetrics Psychiatry

OBSTETRICS & GYNAECOLOGY

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 FAMILY PLANNING GLUCOSE Psychiatry

S/OUTPATIENTS PSYCHIATRY - WHITSUNDAY COMM. HEALTH

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

CLINICS CONDUCTED AT 01 JULY 2004

MKY MACKAY HOSPITAL

SPECIALIST OUTPATIENTS PSYCHIATRY - MORANBAH

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 OUTPATIENTS PSYCHIATRY - SARINA

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

MKY - MACKAY HOSPITAL

CHILD AND ADOLESCENT HEALTH OUTPATIENTS

DNA Rate 8.00 %

OBSTETRICS AND GYNAECOLOGY

DNA Rate %

PSYCHIATRY - MACKAY COMMUNITY HEALTH

DNA Rate %

S/OUTPATIENTS PSYCHIATRY - WHITSUNDAY COMM HEALTH

DNA Rate %

SPECIALIST OUTPATIENTS

DNA Rate %

SPECIALIST OUTPATIENTS - PROSERPINE DATA

DNA Rate %

SPECIALIST OUTPATIENTS PSYCHIATRY - MORANBAH

DNA Rate %

SPECIALIST OUTPATIENTS PSYCHIATRY - SARINA

DNA Rate %

Hospital Average 8.00 %

State Average 12.71 %

NEW CASE REFERRAL PROCESS

MKY - MACKAY HOSPITAL

CHILD AND ADOLESCENT HEALTH OUTPATIENTS

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

OBSTETRICS AND GYNAECOLOGY

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

PSYCHIATRY - MACKAY COMMUNITY HEALTH

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

S/OUTPATIENTS PSYCHIATRY - WHITSUNDAY COMM HEAL

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

SPECIALIST OUTPATIENTS

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

SPECIALIST OUTPATIENTS - PROSERPINE DATA

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

SPECIALIST OUTPATIENTS PSYCHIATRY - MORANBAH

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

SPECIALIST OUTPATIENTS PSYCHIATRY - SARINA

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



* CONFIDENTIAL *

NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

MKY - MACKAY HOSPITAL

	Number with Appointment	Number on Waiting List	Total
Cardiology	0	0	0
Dermatology	20	118	138
Endocrine/Diabetes	11	0	11
Gastroenterology	0	0	0
General Medicine	151	229	380
Genetics	0	0	0
Geriatric	0	0	0
Haematology	15	29	44
Immunology/Allergy	0	0	0
Infectious Diseases	0	0	0
Nephrology	2	1	3
Neurology	16	12	28
Oncology	11	3	14
Palliative/Pain	0	0	0
Pharmacology/Toxicology	0	0	0
Respiratory Medicine	0	0	0
Rheumatology	0	0	0
Other Medicine	18	0	18
Cardio Thoracic Surgery	45	0	45
ENT	0	0	0
General Surgery	150	589	739
NeuroSurgery	0	0	0
Ophthalmology	35	288	323
Orthopaedic	111	942	1053
Plastic Surgery	0	0	0
Urology	23	59	82
Vascular Surgery	0	0	0
Other Surgery	68	368	436
Gynaecology	0	0	0
Obstetrics	0	0	0
Other Gynaecology	0	0	0
Psychiatry	0	0	0
	676	2638	3314

Source Data: Specialist Outpatient Department Profile July 2004


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