

# APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

MBA MAREEBA HOSPITAL

NORTHERN

GENERAL OUTPATIENT DEPARTMENT (A&E DEPT)

Referral Register kept      MANUAL

Wait List kept for SOME CLINICS      MANUAL

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# PATIENT ATTENDANCE

MBA - MAREEBA HOSPITAL

GENERAL OUTPATIENT DEPARTMENT (A&E DEPT)

Check in to appt system?  Min Time before clinic NO mins

DNA on System?

Referring Practitioner Notified?  Patient Notified?

NEXT DAY  
NEXT DAY

NURSING  
DNA Rate 1.1%  
DNA Rate 1.10%

State Average DNA Rate 12.71 % Hospital Average DNA Rate 1.10 %



# BOOKING PROCESS

**MBA - MAREEBA HOSPITAL**

**GENERAL OUTPATIENT DEPARTMENT (A&E DEPT)**

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 49    Review Med 67    New Surg 55    Review Surg 71

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

# CATEGORISATION AND WAITING LISTS

**MBA - MAREEBA HOSPITAL**

GENERAL OUTPATIENT DEPARTMENT (A&E DEPT)

Staff involved in referral categorisation

CONSULTANT/RMO NUM,CN, SNR RN

Written Categorisation Protocols       Own Referral Triage      Waiting List maintained for SOME CLINICS      Average Wait Time once arrived  
 NONE      System      MANUAL      NOT STATED mins



COI.0025.0001.00241

# CLINICS CONDUCTED AT 01 JULY 2004

## MBA MAREEBA HOSPITAL

### GENERAL OUTPATIENT DEPARTMENT (A&E DEPT)

#### Medical Clinics

- |  |                                      |                                    |   |   |                                       |                                      |                                       |   |
|--|--------------------------------------|------------------------------------|---|---|---------------------------------------|--------------------------------------|---------------------------------------|---|
| <input type="checkbox"/> Cardiology                      | <input type="checkbox"/> Dermatology | <input type="checkbox"/> Endocrine | <input type="checkbox"/> Gastroenterology | <input type="checkbox"/> General Medicine | <input type="checkbox"/> Genetics     | <input type="checkbox"/> Geriatrics  | <input type="checkbox"/> Haematology  | <input type="checkbox"/> Immunology/Allergy |
| <input type="checkbox"/> Infectious Diseases             | <input type="checkbox"/> Nephrology  | <input type="checkbox"/> Neurology | <input type="checkbox"/> Oncology         | <input type="checkbox"/> Palliative/Pain  | <input type="checkbox"/> Pharmacology | <input type="checkbox"/> Respiratory | <input type="checkbox"/> Rheumatology |   |
| <input checked="" type="checkbox"/> GENERALIST PHYSICIAN |                                      |                                    |   |   |                                       | <input checked="" type="checkbox"/>  |                                       |   |

#### Surgical Clinics

- |   |                              |   |                                       |  |                                       |                                   |                                  |  |
|---|------------------------------|---|---------------------------------------|--|---------------------------------------|-----------------------------------|----------------------------------|--|
| <input type="checkbox"/> CardioThoracic | <input type="checkbox"/> ENT | <input checked="" type="checkbox"/> General Surgery | <input type="checkbox"/> Neurosurgery | <input type="checkbox"/> Ophthalmology | <input type="checkbox"/> Orthopaedics | <input type="checkbox"/> Plastics | <input type="checkbox"/> Urology | <input type="checkbox"/> VascularSurgery |
|   |                              |   |                                       |  |                                       |                                   |                                  |  |

#### Gynaecology/Obstetric Psychi

- |   |  |                          |                          |                          |                          |                          |                          |                          |
|---|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <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            |                          |                          |                          |                          |                          |                          |                          |

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# DID NOT ATTEND RATES

## FOR JUNE 2004

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**MBA - MAREEBA HOSPITAL**

**GENERAL OUTPATIENT DEPARTMENT (A&E DEPT)**

DNA Rate 1.10 %

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**Hospital Average 1.10 %**

**State Average 12.71 %**

# NEW CASE REFERRAL PROCESS

MBA - MAREEBA HOSPITAL

GENERAL OUTPATIENT DEPARTMENT (A&E DEPT)

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

Lodged on Referral Register?

Register Type System  
MANUAL

Cross District  Redirection Policy

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# NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

## MBA - MAREEBA 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	116	0	116
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	68	0	68
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	61	0	61
Obstetrics	0	0	0
Other Gynaecology	0	0	0
Psychiatry	0	0	0
	245	0	245

Source Data: Specialist Outpatient Department Profile July 2004

  
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