

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

MAR MARYBOROUGH HOSPITAL

CENTRAL

SPECIALIST CLINICS

Referral Register kept

ELECTRONIC

APP

Wait List kept for SOME CLINICS

ELECTRONIC

PATIENT ATTENDANCE

MAR - MARYBOROUGH HOSPITAL

SPECIALIST CLINICS

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

DNA on System?

Referring Practitioner Notified?
Patient Notified?

WEEKLY MO CORRESPONDENCE
ADVISED BY MO

AO

DNA Rate 2%

State Average DNA Rate 12.71 % Hospital Average DNA Rate 2.00 %



BOOKING PROCESS

MAR - MARYBOROUGH 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 6 Review Med 6 New Surg 8 Review Surg 8

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

CATEGORISATION AND WAITING LISTS

MAR - MARYBOROUGH HOSPITAL

SPECIALIST CLINICS

Staff involved in referral categorisation

CONSULTANT

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

CLINICS CONDUCTED AT 01 JULY 2004

MAR MARYBOROUGH 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 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"/> EST | <input checked="" type="checkbox"/> PAED | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| <u>Surgical Clinics</u> | | | | | | | | |
| <input type="checkbox"/> CardioThoracic | <input 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 checked="" type="checkbox"/> Urology | <input type="checkbox"/> VascularSurgery |
| <input checked="" type="checkbox"/> POST OP OPHTHALMOLOGY | <input type="checkbox"/> | | | <input type="checkbox"/> | | <input type="checkbox"/> | | |
| <input checked="" type="checkbox"/> Gynaecology | <input type="checkbox"/> Obstetrics | <input type="checkbox"/> Psychiatry | | <input type="checkbox"/> | | | | |
| <input type="checkbox"/> | | | | | | | | |



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DID NOT ATTEND RATES

FOR JUNE 2004

MAR - MARYBOROUGH HOSPITAL

SPECIALIST CLINICS

DNA Rate 2.00 %

Hospital Average 2.00 %

State Average 12.71 %

NEW CASE REFERRAL PROCESS

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SPECIALIST CLINICS

Referral required prior 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

MAR - MARYBOROUGH 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	56	0	56
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	14	0	14
Palliative/Pain	0	0	0
Pharmacology/Toxicology	0	0	0
Respiratory Medicine	0	0	0
Rheumatology	0	0	0
Other Medicine	38	0	38
Cardio Thoracic Surgery	0	0	0
ENT	0	0	0
General Surgery	45	0	45
NeuroSurgery	0	0	0
Ophthalmology	8	123	131
Orthopaedic	120	0	120
Plastic Surgery	0	0	0
Urology	14	28	42
Vascular Surgery	0	0	0
Other Surgery	0	0	0
Gynaecology	25	0	25
Obstetrics	0	0	0
Other Gynaecology	29	0	29
Psychiatry	0	0	0
	349	151	500

Source Data: Specialist Outpatient Department Profile July 2004


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