

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

| MAH | MATER HOSPITALS | SOUTHERN |
|---|---------------------------------|------------|
| ANTENATAL CLINIC | | |
| <input checked="" type="checkbox"/> | Referral Register kept | ELECTRONIC |
| | Wait List kept for ALL CLINICS | APP |
| RADIATION ONCOLOGY | | |
| <input checked="" type="checkbox"/> | Referral Register kept | ELECTRONIC |
| | Wait List kept for NO CLINICS | OTHER CAS |
| SPECIALIST CLINICS - ENT/EYE, RESPIRATORY, CARDIAC | | |
| <input checked="" type="checkbox"/> | Referral Register kept | ELECTRONIC |
| | Wait List kept for SOME CLINICS | APP |
| SPECIALIST CLINICS - LEVEL 4 | | |
| <input checked="" type="checkbox"/> | Referral Register kept | ELECTRONIC |
| | Wait List kept for SOME CLINICS | APP |



PATIENT ATTENDANCE

MAH - MATER HOSPITALS

ANTENATAL CLINIC

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

NURSING AND AO
DNA Rate 8%

RADIATION ONCOLOGY

Check in to appt system? Min Time before clinic NO mins
 DNA on System? Referring Practitioner Notified? NEXT WORKING DAY
 Patient Notified? WITHIN 2 DAYS

AO
DNA Rate 16%

SPECIALIST CLINICS - ENT/EYE, RESPIRATORY, CARDIAC

Check in to appt system? Min Time before clinic NO mins
 DNA on System? Referring Practitioner Notified? AFTER 2 DNA (CLINICS CAN VARY)
 Patient Notified? VARIES BUT USUALLY AFETR 2ND DNA

BURSING AND AO
DNA Rate 20%

SPECIALIST CLINICS - LEVEL 4

Check in to appt system? Min Time before clinic 15 mins
 DNA on System? Referring Practitioner Notified? 2 OR MORE FTA
 Patient Notified? WHEN ANOTHER APPT OFFERED OR 2ND FTA

NURSING AND AO
DNA Rate 15.8%

State Average DNA Rate 12.71 % Hospital Average DNA Rate 14.95 %



BOOKING PROCESS

MAH - WATER HOSPITALS

ANTENATAL 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 4 Review Med 8 New Surg Review Surg

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

RADIATION ONCOLOGY

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 80 Review Med 33 New Surg Review Surg

Conversion Rate surgical OPD to ES Waiting List - if known
N/A %

SPECIALIST CLINICS - ENT/EYE, RESPIRATORY, CARDIAC

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 12 New Surg Review Surg 12

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

SPECIALIST CLINICS - LEVEL 4

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 12 New Surg Review Surg 16

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

CATEGORISATION AND WAITING LISTS

MAH - WATER HOSPITALS

ANTENATAL CLINIC

Staff involved in referral categorisation
NPC

Written Categorisation Protocols Own Referral Triage None Waiting List maintained for ALL CLINICS Average Wait Time once arrived
System ELECTRONIC NONE System ELECTRONIC 120 mins

RADIATION ONCOLOGY

Staff involved in referral categorisation
CONSULTANT AND REGISTRAR NUM/CN/RN/AO

Written Categorisation Protocols Own Referral Triage None Waiting List maintained for NO CLINICS Average Wait Time once arrived
System NONE System NOT STATED mins

SPECIALIST CLINICS - ENT/EYE, RESPIRATORY, CARDIA

Staff involved in referral categorisation
SPECIALIST, CONSULTANT, REGISTRAR NPC, RN, CN

Written Categorisation Protocols Own Referral Triage Some Waiting List maintained for SOME CLINICS Average Wait Time once arrived
System ELECTRONIC SOME System ELECTRONIC 45 mins

SPECIALIST CLINICS - LEVEL 4

Staff involved in referral categorisation
CONSULTANT NUM, CN, RN

Written Categorisation Protocols Own Referral Triage Some Waiting List maintained for SOME CLINICS Average Wait Time once arrived
System ELECTRONIC SOME System ELECTRONIC 60 mins

CLINICS CONDUCTED AT 01 JULY 2004

MAH WATER HOSPITALS

ANTENATAL CLINIC - MMH

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 MIDWIFERY OUTREACH MIDWIFERY Psychiatry

RADIATION ONCOLOGY - QRI

Medical Clinics

Cardiology Dermatology Endocrine Gastroenterology General Medicine Genetics Geriatrics Haematology Immunology/Allergy
 Infectious Diseases Nephrology Neurology Oncology Palliative/Pain Pharmacology Respiratory Rheumatology
 RADIATION ONCOLOGY MULTIDISCIPLINARY CLINIC

Surgical Clinics

CardioThoracic ENT General Surgery Neurosurgery Ophthalmology Orthopaedics Plastics Urology VascularSurgery

Gynaecology/Obstetric Psychi

Gynaecology Obstetrics Psychiatry

SPECIALIST CLINICS - ENT/EYE, RESPIRATORY, CARDIAC - MCH

Medical Clinics

Cardiology Dermatology Endocrine Gastroenterology General Medicine Genetics Geriatrics Haematology Immunology/Allergy
 Infectious Diseases Nephrology Neurology Oncology Palliative/Pain Pharmacology Respiratory Rheumatology
 DEVELOPMENTAL GROWTH & DEVELOPMENT SHORT TERM FOLLOW UP PRE OP ENT

Surgical Clinics

CardioThoracic ENT General Surgery Neurosurgery Ophthalmology Orthopaedics Plastics Urology VascularSurgery
 SPINAL/SCOLIOSIS # CLINIC CRANIO FACIAL AND PALGIOCE CLEFT PALATE

Gynaecology/Obstetric Psychi

Gynaecology Obstetrics Psychiatry

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DID NOT ATTEND RATES FOR JUNE 2004

MAH - MATER HOSPITALS

ANTENATAL CLINIC

DNA Rate 8.00 %

RADIATION ONCOLOGY

DNA Rate 16.00 %

SPECIALIST CLINICS - ENT/EYE, RESPIRATORY, CARDIAC

DNA Rate 20.00 %

SPECIALIST CLINICS - LEVEL 4


DNA Rate 15.80 %

Hospital Average 14.95 %

State Average 12.71 %

NB: If DNA rate is blank, question unanswered on profile

Source Data: Specialist Outpatient Department Profile July 2004


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NEW CASE REFERRAL PROCESS

MAH - WATER HOSPITALS

ANTENATAL CLINIC

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

RADIATION ONCOLOGY

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

SPECIALIST CLINICS - ENT/EYE, RESPIRATORY, CARDIAC

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 CLINICS - LEVEL 4

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



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NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

MAH - MATER HOSPITALS

| | Number with Appointment | Number on Waiting List | Total |
|-------------------------|-------------------------------|------------------------------|-------|
| Cardiology | 77 | 52 | 129 |
| Dermatology | 79 | 246 | 325 |
| Endocrine/Diabetes | 0 | 0 | 0 |
| Gastroenterology | 2 | 23 | 25 |
| General Medicine | 56 | 170 | 226 |
| Genetics | 0 | 0 | 0 |
| Geriatric | 0 | 0 | 0 |
| Haematology | 15 | 21 | 36 |
| Immunology/Allergy | 0 | 0 | 0 |
| Infectious Diseases | 1 | 19 | 20 |
| Nephrology | 10 | 19 | 29 |
| Neurology | 7 | 95 | 102 |
| Oncology | 0 | 0 | 0 |
| Palliative/Pain | 1 | 0 | 1 |
| Pharmacology/Toxicology | 0 | 0 | 0 |
| Respiratory Medicine | 36 | 179 | 215 |
| Rheumatology | 50 | 46 | 96 |
| Other Medicine | 0 | 0 | 0 |
| Cardio Thoracic Surgery | 1 | 0 | 1 |
| ENT | 22 | 2419 | 2441 |
| General Surgery | 331 | 1020 | 1351 |
| NeuroSurgery | 0 | 4 | 4 |
| Ophthalmology | 3 | 590 | 593 |
| Orthopaedic | 265 | 732 | 997 |
| Plastic Surgery | 237 | 370 | 607 |
| Urology | 185 | 337 | 522 |
| Vascular Surgery | 41 | 113 | 154 |
| Other Surgery | 53 | 0 | 53 |
| Gynaecology | 419 | 0 | 419 |
| Obstetrics | 0 | 799 | 799 |
| Other Gynaecology | 0 | 0 | 0 |
| Psychiatry | 0 | 0 | 0 |
| | 1891 | 7254 | 9145 |

Source Data: Specialist Outpatient Department Profile July 2004


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