

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

ISA	MOUNT ISA HOSPITAL					NORTHERN
OPD						
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC				
	Wait List kept for SOME CLINICS	ELECTRONIC	OTHER	HBCIS		



PATIENT ATTENDANCE

ISA - MOUNT ISA HOSPITAL

OPD

Check in to appt system?	Min Time before clinic	DNA on System?	Referring Practitioner Notified?	Patient Notified?	State Average DNA Rate	Hospital Average DNA Rate	NURSING AND AO DNA Rate
<input checked="" type="checkbox"/>	NO mins	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	12.71 %	12.71 %	33%
					AFTER 2 FTA		33.00 %



BOOKING PROCESS

ISA - MOUNT ISA HOSPITAL

OPD

On receipt of referral booked to	After categorisation booked to	Do you conduct clinics with New/Review cases combined?	Conversion Rate surgical OPD to ES Waiting List - if known
Waiting List <input checked="" type="checkbox"/>	Waiting List <input checked="" type="checkbox"/>	- New Med Review Med New Surg Review Surg	NOT KNOWN %
Appt Schedule <input checked="" type="checkbox"/>	Appt Schedule <input checked="" type="checkbox"/>	15 8	



CATEGORISATION AND WAITING LISTS

ISA - MOUNT ISA HOSPITAL

OPD

Staff involved in referral categorisation

BOTH

Written Categorisation Protocols	Own Referral Triage	Waiting List maintained for SOME CLINICS	Average Wait Time once arrived
<input type="checkbox"/>	SOME	System ELECTRONIC	DEPENDS ON SPECIALTY mins



CLINICS CONDUCTED AT 01 JULY 2004

ISA MOUNT ISA HOSPITAL

OPD

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 checked="" type="checkbox"/> Genetics | <input type="checkbox"/> Geriatrics | <input type="checkbox"/> Haematology | <input type="checkbox"/> Immunology/Allergy |
| <input type="checkbox"/> Infectious Diseases | <input checked="" type="checkbox"/> Nephrology | <input checked="" type="checkbox"/> Neurology | <input type="checkbox"/> Oncology | <input type="checkbox"/> Palliative/Pain | <input type="checkbox"/> Pharmacology | <input checked="" type="checkbox"/> Respiratory | <input type="checkbox"/> Rheumatology | |
| <input checked="" type="checkbox"/> DANGEROUS DRUG MANAGE | | <input type="checkbox"/> | | <input type="checkbox"/> | | <input type="checkbox"/> | | |
| <u>Surgical Clinics</u> | | | | | | | | |
| <input type="checkbox"/> CardioThoracic | <input checked="" type="checkbox"/> ENT | <input checked="" type="checkbox"/> General Surgery | <input checked="" type="checkbox"/> Neurosurgery | <input checked="" type="checkbox"/> Ophthalmology | <input checked="" type="checkbox"/> Orthopaedics | <input checked="" type="checkbox"/> Plastics | <input checked="" 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 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

ISA - MOUNT ISA HOSPITAL

OPD


DNA Rate 33.00 %

Hospital Average 33.00 %

State Average 12.71 %

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

Source Data: Specialist Outpatient Department Profile July 2004


COI.0025.0001.00268

NEW CASE REFERRAL PROCESS

ISA - MOUNT ISA HOSPITAL

OPD

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



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NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

ISA - MOUNT ISA HOSPITAL

	Number with Appointment	Number on Waiting List	Total
Cardiology	4	92	96
Dermatology	0	0	0
Endocrine/Diabetes	4	37	41
Gastroenterology	6	8	14
General Medicine	0	71	71
Genetics	0	0	0
Geriatric	0	0	0
Haematology	0	0	0
Immunology/Allergy	0	0	0
Infectious Diseases	0	0	0
Nephrology	3	1	4
Neurology	0	42	42
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	23	106	129
General Surgery	24	0	24
NeuroSurgery	12	18	30
Ophthalmology	47	94	141
Orthopaedic	0	0	0
Plastic Surgery	0	1	1
Urology	10	3	13
Vascular Surgery	0	0	0
Other Surgery	32	24	56
Gynaecology	35	0	35
Obstetrics	56	0	56
Other Gynaecology	0	0	0
Psychiatry	0	0	0
	256	497	753

Source Data: Specialist Outpatient Department Profile July 2004


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