

# APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

NAM	NAMBOUR HOSPITAL	CENTRAL
<b>ANTENATAL CLINIC</b>		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC APP
	Wait List kept for SOME CLINICS	ELECTRONIC
<b>ONCOLOGY OPD</b>		
<input checked="" type="checkbox"/>	Referral Register kept	OTHER
	Wait List kept for NO CLINICS	FILED IN CHART WHEN APPT MADE
<b>SPECIALIST OUTPATIENTS DEPARTMENT</b>		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC APP
	Wait List kept for ALL CLINICS	ELECTRONIC

# PATIENT ATTENDANCE

**NAM - NAMBOUR HOSPITAL**

**ANTENATAL CLINIC**

Check in to appt system?  Min Time before clinic mins  
 DNA on System?  Referring Practitioner Notified?  AFTER 3RD FTA  
 Patient Notified?  END OF EACH CLINIC  
 NURSING AND AO DNA Rate 9.3%

**ONCOLOGY OPD**

Check in to appt system?  Min Time before clinic mins  
 DNA on System?  Referring Practitioner Notified?  POST CLINIC  
 Patient Notified?  REBOOKED DURING CLINIC  
 NURSING AND AO DNA Rate 5.9%

**SPECIALIST OUTPATIENTS DEPARTMENT**

Check in to appt system?  Min Time before clinic mins  
 DNA on System?  Referring Practitioner Notified?  IMMEDIATELY FOLLOWING CLINIC  
 Patient Notified?   
 State Average DNA Rate 12.71 % Hospital Average DNA Rate 8.37 %  
 NURSING AND AO DNA Rate 9.9%



# BOOKING PROCESS

## NAM - NAMBOUR HOSPITAL

### 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 6 Review Med 18 New Surg 2 Review Surg 8 Conversion Rate surgical OPD to ES Waiting List - if known NOT KNOWN %

### ONCOLOGY OPD

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 20 New Surg 2 Review Surg 8 Conversion Rate surgical OPD to ES Waiting List - if known N/A %

### SPECIALIST OUTPATIENTS DEPARTMENT

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 2 Review Med 7 New Surg 6 Review Surg 14 Conversion Rate surgical OPD to ES Waiting List - if known 99.49 %



# CATEGORISATION AND WAITING LISTS

## NAM - NAMBOUR HOSPITAL

### ANTENATAL CLINIC

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

Written Categorisation Protocols       Own Referral Triage      Waiting List maintained for SOME CLINICS      Average Wait Time once arrived  
NONE      System ELECTRONIC      30 mins

### ONCOLOGY OPD

Staff involved in referral categorisation  
CONSULTANT

Written Categorisation Protocols       Own Referral Triage      Waiting List maintained for NO CLINICS      Average Wait Time once arrived  
ALL      System      30 mins

### SPECIALIST OUTPATIENTS DEPARTMENT

Staff involved in referral categorisation  
CONSULTANT.SMO CN

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

# CLINICS CONDUCTED AT 01 JULY 2004

## NAM NAMBOUR HOSPITAL

### ANTENATAL CLINIC

#### Medical Clinics

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

#### Surgical Clinics

- CardioThoracic  
 ENT  
 General Surgery  
 Neurosurgery  
 Ophthalmology  
 Orthopaedics  
 Plastics  
 Urology  
 VascularSurgery

#### Gynaecology/Obstetric Psychi

- Gynaecology  
 Obstetrics  
 MWC & BOOKING IN CLINICS  
 RH NEG CLINIC  
 OUTREACH MWC & BOOKING IN  
 Psychiatry  
 OBSTETRIC PHYSICIAN

### ONCOLOGY OPD

#### Medical Clinics

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

#### Surgical Clinics

- CardioThoracic  
 ENT  
 General Surgery  
 Neurosurgery  
 Ophthalmology  
 Orthopaedics  
 Plastics  
 Urology  
 VascularSurgery

#### Gynaecology/Obstetric Psychi

- Gynaecology  
 Obstetrics  
 Psychiatry

### SPECIALIST OUTPATIENTS DEPARTMENT

#### Medical Clinics

- Cardiology  
 Infectious Diseases  
 MEMORY  
 Dermatology  
 Nephrology  
 Endocrine  
 Neurology  
 SCOPING  
 General Medicine  
 Palliative/Pain  
 HEP C  
 Gastroenterology  
 Oncology  
 Genetics  
 Pharmacology  
 Geriatrics  
 Respiratory  
 Haematology  
 Rheumatology  
 Immunology/Allergy

#### Surgical Clinics

- CardioThoracic  
 FRACTURE CLINIC  
 ENT  
 General Surgery  
 Neurosurgery  
 Ophthalmology  
 Orthopaedics  
 Plastics  
 Urology  
 VascularSurgery

#### Gynaecology/Obstetric Psychi

- Gynaecology  
 Obstetrics  
 COLPOSCOPY  
 Psychiatry

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# DID NOT ATTEND RATES

## FOR JUNE 2004

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### NAM - NAMBOUR HOSPITAL

#### ANTENATAL CLINIC

DNA Rate 9.30 %

#### ONCOLOGY OPD

DNA Rate 5.90 %

#### SPECIALIST OUTPATIENTS DEPARTMENT

DNA Rate 9.90 %

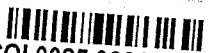
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Hospital Average 8.37 %

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

## NAM - NAMBOUR HOSPITAL

### ANTENATAL CLINIC

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

### ONCOLOGY OPD

Referral required  prio to booking appt? If NOT, hard copy for filing?  Lodged on Referral Register?  Register Type OTHER System APP Cross District  Redirection Policy  FILED IN CHART WHEN APPT MADE

### SPECIALIST OUTPATIENTS DEPARTMENT

Referral required  prio 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

## NAM - NAMBOUR HOSPITAL

	Number with Appointment	Number on Waiting List	Total
Cardiology	24	59	83
Dermatology	0	0	0
Endocrine/Diabetes	8	15	23
Gastroenterology	24	144	168
General Medicine	16	67	83
Genetics	0	0	0
Geriatric	2	83	85
Haematology	0	0	0
Immunology/Allergy	0	0	0
Infectious Diseases	4	7	11
Nephrology	8	3	11
Neurology	28	18	46
Oncology	45	0	45
Palliative/Pain	0	0	0
Pharmacology/Toxicology	0	0	0
Respiratory Medicine	8	34	42
Rheumatology	20	27	47
Other Medicine	0	197	197
Cardio Thoracic Surgery	0	0	0
ENT	0	0	0
General Surgery	41	705	746
NeuroSurgery	0	0	0
Ophthalmology	28	592	620
Orthopaedic	37	1240	1277
Plastic Surgery	20	0	20
Urology	13	171	184
Vascular Surgery	0	0	0
Other Surgery	0	0	0
Gynaecology	31	547	578
Obstetrics	94	39	133
Other Gynaecology	0	1	1
Psychiatry	0	0	0
	451	3949	4400

Source Data: Specialist Outpatient Department Profile July 2004

  
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