

# APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

PAH	PRINCESS ALEXANDRA HOSPITAL	SOUTHERN
<b>1D ENT PLASTICS MAXILLOFACIAL</b>		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC OSIM
	Wait List kept for ALL CLINICS	ELECTRONIC
<b>2E ONCOLOGY OPD</b>		
<input checked="" type="checkbox"/>	Referral Register kept	MANUAL
	Wait List kept for NO CLINICS	
<b>2F RESPIRATORY OPD</b>		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC OSIM
	Wait List kept for NO CLINICS	
<b>3C CARDIAC OPD</b>		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC OSIM
	Wait List kept for SOME CLINICS	ELECTRONIC
<b>4A UROLOGY OUTPATIENTS</b>		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC OSIM
	Wait List kept for ALL CLINICS	ELECTRONIC
<b>4BT OPD</b>		
<input type="checkbox"/>	Referral Register kept	
	Wait List kept for NO CLINICS	
<b>5D INFECTIOUS DISEASES</b>		
<input type="checkbox"/>	Referral Register kept	
	Wait List kept for	
<b>ARTS OPD</b>		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC OTHER EXCEL SPREADSHEET
	Wait List kept for NO CLINICS	
<b>DERMATOLOGY</b>		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC OSIM
	Wait List kept for ALL CLINICS	ELECTRONIC
<b>GARU DAY HOSPITAL</b>		
<input checked="" type="checkbox"/>	Referral Register kept	MANUAL TRACER BOOK
	Wait List kept for ALL CLINICS	ELECTRONIC
<b>GASTROENTEROLOGY</b>		



# PATIENT ATTENDANCE

## PAH - PRINCESS ALEXANDRA HOSPITAL

### 1D ENT PLASTICS MAXILLOFACIAL

Check in to appt system?  Min Time before clinic 15 mins DNA on System?  Referring Practitioner Notified?  ONLY IF REQUESTED BY REGISTRAR WITHIN 7 DAYS OF DNA MEDICAL DNA Rate 9.5%

### 2E ONCOLOGY OPD

Check in to appt system?  Min Time before clinic 15 mins DNA on System?  Referring Practitioner Notified?  AFTER 2 DNA OR CURRENT RX AND NO CONTACT IF CLINICALLY INDICATED NURSING AND MEDICAL DNA Rate 7%

### 2F RESPIRATORY OPD

Check in to appt system?  Min Time before clinic 15 mins DNA on System?  Referring Practitioner Notified?  AFTER CLINIC AT DR REQUEST Patient Notified?  AFTER CLINIC AT DR REQUEST NURSING AND AO DNA Rate 15%

### 3C CARDIAC OPD

Check in to appt system?  Min Time before clinic 15 mins DNA on System?  Referring Practitioner Notified?  POST CLINIC SAME DAY Patient Notified?  POST CLINIC SAME DAY NURSING DNA Rate 8%

### 4A UROLOGY OUTPATIENTS

Check in to appt system?  Min Time before clinic 15 mins DNA on System?  Referring Practitioner Notified?  POST CLINIC Patient Notified?  POST CLINIC NURSING AND AO DNA Rate 30%

### 4BT OPD

Check in to appt system?  Min Time before clinic mins DNA on System?  Referring Practitioner Notified?  Patient Notified?  DNA Rate 0%

### 5D INFECTIOUS DISEASES

Check in to appt system?  Min Time before clinic NO mins DNA on System?  Referring Practitioner Notified?  AT CLINIC Patient Notified?  AT CLINIC OR BEFORE NEXT CLINIC NURSING DNA Rate 23%

### ARTS OPD

Check in to appt system?  Min Time before clinic 15 mins DNA on System?  Referring Practitioner Notified?  AT END OF CLINIC Patient Notified?  AFTER FOLLOW UP INSTRUCTIONS FROM CONSULTANT NURSING AND AO DNA Rate 11%

### DERMATOLOGY

Check in to appt system?  Min Time before clinic 15 mins DNA on System?  Referring Practitioner Notified?  IF REQUESTED BY MO Patient Notified?  IF REQUESTED BY MO NURSING AND AO DNA Rate 9%

### GARU DAY HOSPITAL

Check in to appt system?  Min Time before clinic mins DNA on System?  Referring Practitioner Notified?  AT CONSULTANT DISCRETION Patient Notified?  PHONE CALL WITHIN 3 DAYS NURSING DNA Rate %

### GASTROENTEROLOGY

Check in to appt system?  Min Time before clinic 15 mins DNA on System?  Referring Practitioner Notified?  SAME DAY Patient Notified?  NURSING DNA Rate 15%

# BOOKING PROCESS

## PAH - PRINCESS ALEXANDRA HOSPITAL

### 1D ENT PLASTICS MAXILLOFACIAL

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 Review Med New Surg Review Surg  
 5 5 20

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

### 2E 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 Review Med New Surg Review Surg

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

### 2F RESPIRATORY 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 Review Med New Surg Review Surg  
 2 10 2 10

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

### 3C CARDIAC 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 Review Med New Surg Review Surg  
 5 15 5 6

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

### 4A UROLOGY OUTPATIENTS

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 Review Med New Surg Review Surg  
 5 5 15

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

### 4BT 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 Review Med New Surg Review Surg

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

### 5D INFECTIOUS DISEASES

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 Review Med New Surg Review Surg  
 1 8

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

### ARTS 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 Review Med New Surg Review Surg

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

### DERMATOLOGY

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 Review Med New Surg Review Surg  
 5 18

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



# CATEGORISATION AND WAITING LISTS

## PAH - PRINCESS ALEXANDRA HOSPITAL

### 1D ENT PLASTICS MAXILLOFACIAL

Staff involved in referral categorisation REGISTRAR  Written Categorisation Protocols  Own Referral Triage ALL  Waiting List maintained for ALL CLINICS System ELECTRONIC  Average Wait Time once arrived 45 mins

### 2E ONCOLOGY OPD

Staff involved in referral categorisation CONSULTANT/REGISTRAR NUM/RN  Written Categorisation Protocols  Own Referral Triage SOME  Waiting List maintained for NO CLINICS System  Average Wait Time once arrived TRIAGED ON ARRIVAL mins

### 2F RESPIRATORY OPD

Staff involved in referral categorisation CONSULTANT/REGISTRAR RN  Written Categorisation Protocols  Own Referral Triage ALL  Waiting List maintained for NO CLINICS System  Average Wait Time once arrived <90 mins

### 3C CARDIAC OPD

Staff involved in referral categorisation CONSULTANT  Written Categorisation Protocols  Own Referral Triage ALL  Waiting List maintained for SOME CLINICS System ELECTRONIC  Average Wait Time once arrived 30 mins

### 4A UROLOGY OUTPATIENTS

Staff involved in referral categorisation CONSULTANT/REGISTRAR CONTINENCE NURSE  Written Categorisation Protocols  Own Referral Triage ALL  Waiting List maintained for ALL CLINICS System ELECTRONIC  Average Wait Time once arrived 120 mins

### 4BT OPD

Staff involved in referral categorisation CONSULTANT/REGISTRAR CNC  Written Categorisation Protocols  Own Referral Triage ALL  Waiting List maintained for NO CLINICS System  Average Wait Time once arrived NOT STATED mins

### 5D INFECTIOUS DISEASES

Staff involved in referral categorisation CONSULTANT/REGISTRAR CNC - SEXUAL HEALTH  Written Categorisation Protocols  Own Referral Triage ALL  Waiting List maintained for NO CLINICS System  Average Wait Time once arrived NOT STATED mins

### ARTS OPD

Staff involved in referral categorisation CONSULTANT  Written Categorisation Protocols  Own Referral Triage ALL  Waiting List maintained for NO CLINICS System  Average Wait Time once arrived 30 mins

### DERMATOLOGY

Staff involved in referral categorisation REGISTRAR NUM  Written Categorisation Protocols  Own Referral Triage ALL  Waiting List maintained for ALL CLINICS System ELECTRONIC  Average Wait Time once arrived ? mins

### GARU DAY HOSPITAL

Staff involved in referral categorisation CONSULTANT CN ALLIED HEALTH  Written Categorisation Protocols  Own Referral Triage SOME  Waiting List maintained for ALL CLINICS System ELECTRONIC  Average Wait Time once arrived NOT STATED mins

### GASTROENTEROLOGY

Staff involved in referral categorisation CONSULTANT  Written Categorisation Protocols  Own Referral Triage ALL  Waiting List maintained for ALL CLINICS System ELECTRONIC  Average Wait Time once arrived 45 mins

# CLINICS CONDUCTED AT 01 JULY 2004

## PAH PRINCESS ALEXANDRA HOSPITAL

### 1D - ENT PLASTICS MAXILLO/FACIAL

#### 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  
 MAXILLO-FACIAL

### Gynaecology/Obstetric Psychi

Gynaecology     Obstetrics     Psychiatry

### 2F RESPIRATORY OPD

#### 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     Psychiatry

### 4A OUTPATIENTS - UROLOGY

#### 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     Psychiatry



# CLINICS CONDUCTED AT 01 JULY 2004

## PAH PRINCESS ALEXANDRA HOSPITAL

### DERMATATOLOGY

#### 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  Psychiatry

## DIABETES/ENDOCRINOLOGY OPD

#### 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  Psychiatry

## GARU DAY HOSPITAL

#### Medical Clinics

Cardiology  Dermatology  Endocrine  Gastroenterology  General Medicine  Genetics  Geriatrics  Haematology  Immunology/Allergy  
 Infectious Diseases  Nephrology  Neurology  Oncology  Palliative/Pain  Pharmacology  Respiratory  Rheumatology  
 BRAIN INJURY REHAB  MEMORY CLINIC  CONTINENCE

#### Surgical Clinics

CardioThoracic  ENT  General Surgery  Neurosurgery  Ophthalmology  Orthopaedics  Plastics  Urology  VascularSurgery

### Gynaecology/Obstetric Psychi

Gynaecology  Obstetrics  Psychiatry



# CLINICS CONDUCTED AT 01 JULY 2004

## PAH PRINCESS ALEXANDRA HOSPITAL

### OPD 2E ONCOLOGY

#### Medical Clinics

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

#### Surgical Clinics

- CardioThoracic
- COLORECTAL
- Gynaecology
- Obstetrics
- Psychiatry
- ENT
- General Surgery
- BREAST
- Neurosurgery
- Ophthalmology
- UPPER GI
- Orthopaedics
- PLASTICS
- Urology
- VascularSurgery
- MELANOMA

### Gynaecology/Obstetric Psychi

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### OPHTHALMOLOGY 1B

#### Medical Clinics

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

#### Surgical Clinics

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

### Gynaecology/Obstetric Psychi

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### ORTHOPAEDIC OUTPATIENT DEPARTMENT

#### Medical Clinics

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

#### Surgical Clinics

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

### Gynaecology/Obstetric Psychi

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\* CONFIDENTIAL \*

# DID NOT ATTEND RATES

## FOR JUNE 2004

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### PAH - PRINCESS ALEXANDRA HOSPITAL

#### 1D ENT PLASTICS MAXILLOFACIAL

DNA Rate 9.50 %

#### 2E ONCOLOGY OPD

DNA Rate 7.00 %

#### 2F RESPIRATORY OPD

DNA Rate 15.00 %

#### 3C CARDIAC OPD

DNA Rate 8.00 %

#### 4A UROLOGY OUTPATIENTS

DNA Rate 30.00 %

#### 4BT OPD

DNA Rate 0.00 %

#### 5D INFECTIOUS DISEASES

DNA Rate 23.00 %

#### ARTS OPD

DNA Rate 11.00 %

#### DERMATOLOGY

DNA Rate 9.00 %

### GARU DAY HOSPITAL

DNA Rate %

NB: If DNA rate is blank, question unanswered on profile  
Source Data: Specialist Outpatient Department Profile July 2004

  
COI.0025.0001.00301



# NEW CASE REFERRAL PROCESS

**PAH - PRINCESS ALEXANDRA HOSPITAL**

**1D ENT PLASTICS MAXILLOFACIAL**

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

**2E ONCOLOGY OPD**

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

**2F RESPIRATORY OPD**

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

**3C CARDIAC OPD**

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

**4A UROLOGY OUTPATIENTS**

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

**4BT OPD**

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

**5D INFECTIOUS DISEASES**

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

**ARTS OPD**

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

**DERMATOLOGY**

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

**GARU DAY HOSPITAL**

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

**GASTROENTEROLOGY**

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



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# NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

## PAH - PRINCESS ALEXANDRA HOSPITAL

	Number with Appointment	Number on Waiting List	Total
Cardiology	194	352	546
Dermatology	257	24	281
Endocrine/Diabetes	174	57	231
Gastroenterology	121	826	947
General Medicine	154	30	184
Genetics	0	0	0
Geriatric	4	0	4
Haematology	155	0	155
Immunology/Allergy	92	11	103
Infectious Diseases	0	0	0
Nephrology	800	0	800
Neurology	156	69	225
Oncology	257	0	257
Palliative/Pain	2	0	2
Pharmacology/Toxicology	0	0	0
Respiratory Medicine	160	0	160
Rheumatology	141	40	181
Other Medicine	143	16	159
Cardio Thoracic Surgery	47	0	47
ENT	267	2123	2390
General Surgery	389	484	873
NeuroSurgery	163	727	890
Ophthalmology	872	2313	3185
Orthopaedic	2849	1638	4487
Plastic Surgery	215	741	956
Urology	589	319	908
Vascular Surgery	277	40	317
Other Surgery	578	74	652
Gynaecology	0	0	0
Obstetrics	0	0	0
Other Gynaecology	0	0	0
Psychiatry	2	0	2
	9058	9884	18942

Source Data: Specialist Outpatient Department Profile July 2004

  
COI.0025.0001.00305