

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

PCH PRINCE CHARLES HOSPITAL CENTRAL

SPECIALIST OUTPATIENT

Referral Register kept ELECTRONIC APP
Wait List kept for SOME CLINICS ELECTRONIC



PATIENT ATTENDANCE

PCH - PRINCE CHARLES HOSPITAL

SPECIALIST OUTPATIENT

Check in to appt system? Min Time before clinic mins
DNA on System? Referring Practitioner Notified? NC REF RETURNED WITH LETTER
Patient Notified? LETTER WITH NEW BOOKING - PHONE - GP LETTER
NURSING AND AO DNA Rate 10%
State Average DNA Rate 12.71 % Hospital Average DNA Rate 10.00 %

BOOKING PROCESS

PCH - PRINCE CHARLES HOSPITAL

SPECIALIST OUTPATIENT

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 4-6 Review Med 20- New Surg 4-6 Review Surg 20-

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

CATEGORISATION AND WAITING LISTS

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SPECIALIST OUTPATIENT

Staff involved in referral categorisation

CONSULTANT

Written Categorisation Protocols	<input type="checkbox"/>	Own Referral Triage	Waiting List maintained for SOME CLINICS	Average Wait Time once arrived
		SOME	System ELECTRONIC	35 mins

CLINICS CONDUCTED AT 01 JULY 2004

PCH PRINCE CHARLES HOSPITAL

SPECIALIST OUTPATIENT

Medical Clinics

- | | | | | | | | | |
|---|--|---|---|--|--|---|---------------------------------------|---|
| <input checked="" type="checkbox"/> Cardiology | <input type="checkbox"/> Dermatology | <input checked="" type="checkbox"/> Endocrine | <input type="checkbox"/> Gastroenterology | <input type="checkbox"/> General Medicine | <input type="checkbox"/> Genetics | <input checked="" type="checkbox"/> Geriatrics | <input type="checkbox"/> Haematology | <input type="checkbox"/> Immunology/Allergy |
| <input checked="" type="checkbox"/> Infectious Diseases | <input 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"/> PSYCHOL | <input checked="" type="checkbox"/> NEUROPSYCHOL | | | <input checked="" type="checkbox"/> PSYCHOGERI | | | | |
| <u>Surgical Clinics</u> | | | | | | | | |
| <input checked="" type="checkbox"/> CardioThoracic | <input type="checkbox"/> ENT | <input type="checkbox"/> General Surgery | <input type="checkbox"/> Neurosurgery | <input type="checkbox"/> Ophthalmology | <input checked="" type="checkbox"/> Orthopaedics | <input type="checkbox"/> Plastics | <input type="checkbox"/> Urology | <input type="checkbox"/> VascularSurgery |
| <input type="checkbox"/> | | | | | | | | |
| <u>Gynaecology/Obstetric Psychi</u> | | | | | | | | |
| <input type="checkbox"/> Gynaecology | <input type="checkbox"/> Obstetrics | | | | | | | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> Psychiatry | | | | | | | |

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DID NOT ATTEND RATES

FOR JUNE 2004

PCH - PRINCE CHARLES HOSPITAL

SPECIALIST OUTPATIENT

DNA Rate 10.00 %

Hospital Average 10.00 %

State Average 12.71 %

NEW CASE REFERRAL PROCESS

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SPECIALIST OUTPATIENT

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

PCH - PRINCE CHARLES HOSPITAL

	Number with Appointment	Number on Waiting List	Total
Cardiology	363	228	591
Dermatology	0	0	0
Endocrine/Diabetes	11	0	11
Gastroenterology	0	0	0
General Medicine	0	0	0
Genetics	0	0	0
Geriatric	79	0	79
Haematology	2	0	2
Immunology/Allergy	0	0	0
Infectious Diseases	2	0	2
Nephrology	0	0	0
Neurology	54	0	54
Oncology	0	0	0
Palliative/Pain	0	0	0
Pharmacology/Toxicology	0	0	0
Respiratory Medicine	39	0	39
Rheumatology	0	0	0
Other Medicine	31	0	31
Cardio Thoracic Surgery	53	0	53
ENT	0	0	0
General Surgery	0	0	0
NeuroSurgery	0	0	0
Ophthalmology	0	0	0
Orthopaedic	142	1420	1562
Plastic Surgery	0	0	0
Urology	0	0	0
Vascular Surgery	0	0	0
Other Surgery	3	0	3
Gynaecology	0	0	0
Obstetrics	0	0	0
Other Gynaecology	0	0	0
Psychiatry	30	0	30
	809	1648	2457

Source Data: Specialist Outpatient Department Profile July 2004


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