

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

| RED | REDCLIFFE HOSPITAL | CENTRAL |
|-------------------------------------|--------------------------------|------------|
| ANTENATAL SOPD | | |
| <input checked="" type="checkbox"/> | Referral Register kept | ELECTRONIC |
| | Wait List kept for NO CLINICS | APP |
| GENERAL SOPD | | |
| <input checked="" type="checkbox"/> | Referral Register kept | ELECTRONIC |
| | Wait List kept for ALL CLINICS | APP |
| ONCOLOGY | | |
| <input checked="" type="checkbox"/> | Referral Register kept | ELECTRONIC |
| | Wait List kept for NO CLINICS | APP |



PATIENT ATTENDANCE

RED - REDCLIFFE HOSPITAL

ANTENATAL SOPD

Check in to appt system? mins DNA on System? Referring Practitioner Notified? NEVER
 Patient Notified? NEVER

NURSING AND AO
DNA Rate 6%

GENERAL SOPD

Check in to appt system? mins DNA on System? Referring Practitioner Notified? END OF EACH CLINIC
 Patient Notified? END OF EACH CLINIC

NURSING
DNA Rate 11%

ONCOLOGY

Check in to appt system? /MINUTES mins DNA on System? Referring Practitioner Notified? DOCTOR DISCRETION
 Patient Notified? DOCTOR DISCRETION

AO
DNA Rate 4%

State Average DNA Rate 12.71 % Hospital Average DNA Rate 7.00 %



BOOKING PROCESS

RED - REDCLIFFE HOSPITAL

ANTENATAL SOPD

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 1 Review Med 5 New Surg 5 Review Surg 5

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

GENERAL SOPD

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 12 New Surg 7 Review Surg 16

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

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 3 Review Med 16 New Surg 16 Review Surg 16

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

CATEGORISATION AND WAITING LISTS

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ANTENATAL SOPD

Staff involved in referral categorisation
CONSULTANTS MIDWIVES

Written Categorisation Protocols Own Referral Triage ALL Waiting List maintained for NO CLINICS System Average Wait Time once arrived 40 mins

GENERAL SOPD

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 30 mins

ONCOLOGY

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

CLINICS CONDUCTED AT 01 JULY 2004

RED REDCLIFFE HOSPITAL

ANTENATAL SOPD

Medical Clinics

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

Surgical Clinics

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

Gynaecology/Obstetric Psychi

- Gynaecology
- Obstetrics
- Psychiatry

GENERAL SOPD

Medical Clinics

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

Surgical Clinics

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

PAEDIATRIC SURGERY

- Gynaecology
- Obstetrics
- Psychiatry

ONCOLOGY

Medical Clinics

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

Surgical Clinics

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

Gynaecology/Obstetric Psychi

- Gynaecology
- Obstetrics
- Psychiatry



* CONFIDENTIAL *

DID NOT ATTEND RATES

FOR JUNE 2004

RED - REDCLIFFE HOSPITAL

ANTENATAL SOPD

DNA Rate 6.00 %

GENERAL SOPD

DNA Rate 11.00 %

ONCOLOGY

DNA Rate 4.00 %

Hospital Average 7.00 %

State Average 12.71 %

NEW CASE REFERRAL PROCESS

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ANTENATAL SOPD

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

GENERAL SOPD

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

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

CONFIDENTIAL

NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

RED - REDCLIFFE HOSPITAL

| | Number with Appointment | Number on Waiting List | Total |
|-------------------------|-------------------------------|------------------------------|-------|
| Cardiology | 0 | 0 | 0 |
| Dermatology | 0 | 0 | 0 |
| Endocrine/Diabetes | 19 | 2 | 21 |
| Gastroenterology | 0 | 0 | 0 |
| General Medicine | 31 | 20 | 51 |
| Genetics | 0 | 0 | 0 |
| Geriatric | 0 | 0 | 0 |
| Haematology | 15 | 4 | 19 |
| Immunology/Allergy | 0 | 0 | 0 |
| Infectious Diseases | 0 | 0 | 0 |
| Nephrology | 0 | 0 | 0 |
| Neurology | 0 | 0 | 0 |
| Oncology | 5 | 2 | 7 |
| Palliative/Pain | 6 | 0 | 6 |
| Pharmacology/Toxicology | 0 | 0 | 0 |
| Respiratory Medicine | 0 | 0 | 0 |
| Rheumatology | 18 | 41 | 59 |
| Other Medicine | 26 | 3 | 29 |
| Cardio Thoracic Surgery | 0 | 0 | 0 |
| ENT | 0 | 0 | 0 |
| General Surgery | 131 | 135 | 266 |
| NeuroSurgery | 0 | 0 | 0 |
| Ophthalmology | 0 | 499 | 499 |
| Orthopaedic | 79 | 1026 | 1105 |
| Plastic Surgery | 0 | 0 | 0 |
| Urology | 30 | 359 | 389 |
| Vascular Surgery | 0 | 0 | 0 |
| Other Surgery | 13 | 9 | 22 |
| Gynaecology | 54 | 140 | 194 |
| Obstetrics | 236 | 0 | 236 |
| Other Gynaecology | 0 | 0 | 0 |
| Psychiatry | 0 | 0 | 0 |
| | 663 | 2240 | 2903 |

Source Data: Specialist Outpatient Department Profile July 2004


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