

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

RLD REDLAND HOSPITAL	SOUTHERN
MEDICAL OPD	
<input checked="" type="checkbox"/> Referral Register kept	ELECTRONIC
Wait List kept for ALL CLINICS	OTHER HBCIS
Wait List kept for ALL CLINICS	ELECTRONIC
SURGICAL OPD	
<input checked="" type="checkbox"/> Referral Register kept	ELECTRONIC
Wait List kept for ALL CLINICS	OTHER HBCIS
Wait List kept for ALL CLINICS	ELECTRONIC
WOMEN AND BIRTHING	
<input checked="" type="checkbox"/> Referral Register kept	ELECTRONIC
Wait List kept for	OTHER HBCIS

PATIENT ATTENDANCE

RLD - REDLAND HOSPITAL

MEDICAL OPD

Check in to appt system? Min Time before clinic NO mins DNA on System? Referring Practitioner Notified? AT END OF EACH SESSION Patient Notified?

NURSING
DNA Rate 19%

SURGICAL OPD

Check in to appt system? Min Time before clinic 10 mins DNA on System? Referring Practitioner Notified? END OF EACH SESSION Patient Notified? END OF EACH SESSION

NURSING
DNA Rate 17.5%

WOMEN AND BIRTHING

Check in to appt system? Min Time before clinic 10 mins DNA on System? Referring Practitioner Notified? AT END OF SESSION Patient Notified? AT END OF SESSION

NURSING
DNA Rate 6%

State Average DNA Rate 12.71 % Hospital Average DNA Rate 14.17 %



BOOKING PROCESS

RLD - REDLAND HOSPITAL

MEDICAL 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 5 Review Med 12 New Surg Review Surg

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

SURGICAL 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 8 Review Med 5 New Surg Review Surg

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

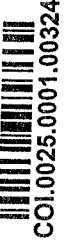
WOMEN AND BIRTHING

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 %



CATEGORISATION AND WAITING LISTS

RLD - REDLAND HOSPITAL

MEDICAL OPD

Staff involved in referral categorisation
CONSULTANT

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

SURGICAL OPD

Staff involved in referral categorisation
CONSULTANT/SMO

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

WOMEN AND BIRTHING

Staff involved in referral categorisation
CONSULTANT/REGISTRAR CN

Written Categorisation Protocols Own Referral Triage Waiting List maintained for
ALL System Average Wait Time once arrived
NOT STATED mins

CLINICS CONDUCTED AT 01 JULY 2004

RLD REDLAND HOSPITAL

MEDICAL OPD

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

SURGICAL OPD

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
 ANAESTHETICS
 Neurosurgery
 Ophthalmology
 Orthopaedics
 Plastics
 Urology
 VascularSurgery

Gynaecology/Obstetric Psychi

Gynaecology
 Obstetrics
 Psychiatry

WOMEN & BIRTHING OPD

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
 MIDWIVES
 Psychiatry



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DID NOT ATTEND RATES FOR JUNE 2004

RLD - REDLAND HOSPITAL

MEDICAL OPD

DNA Rate 19.00 %

SURGICAL OPD

DNA Rate 17.50 %

WOMEN AND BIRTHING

DNA Rate 6.00 %

Hospital Average 14.17 %

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

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MEDICAL OPD

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

SURGICAL OPD

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

WOMEN AND BIRTHING

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



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NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

RLD - REDLAND HOSPITAL

	Number with Appointment	Number on Waiting List	Total
Cardiology	27	0	27
Dermatology	0	0	0
Endocrine/Diabetes	42	0	42
Gastroenterology	0	0	0
General Medicine	105	0	105
Genetics	0	0	0
Geriatric	2	0	2
Haematology	0	0	0
Immunology/Allergy	0	0	0
Infectious Diseases	0	0	0
Nephrology	7	0	7
Neurology	21	0	21
Oncology	0	0	0
Palliative/Pain	0	0	0
Pharmacology/Toxicology	0	0	0
Respiratory Medicine	12	0	12
Rheumatology	0	0	0
Other Medicine	0	0	0
Cardio Thoracic Surgery	0	0	0
ENT	0	0	0
General Surgery	67	162	229
NeuroSurgery	0	0	0
Ophthalmology	0	0	0
Orthopaedic	123	139	262
Plastic Surgery	0	0	0
Urology	71	142	213
Vascular Surgery	0	0	0
Other Surgery	0	0	0
Gynaecology	27	34	61
Obstetrics	0	0	0
Other Gynaecology	0	0	0
Psychiatry	0	0	0
	504	477	981

Source Data: Specialist Outpatient Department Profile July 2004


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