

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

RCK ROCKHAMPTON HOSPITAL

CENTRAL

SPECIALIST OUTPATIENT DEPARTMENT

Referral Register kept ELECTRONIC APP

Wait List kept for ALL CLINICS ELECTRONIC



PATIENT ATTENDANCE

RCK - ROCKHAMPTON HOSPITAL

SPECIALIST OUTPATIENT DEPARTMENT

Check in to appt system? Min Time before clinic
 NO mins

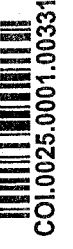
DNA on System?

Referring Practitioner Notified? Patient Notified?

AFTER 3 FTA
 SENT NEW APPT DATE X 2

AO
 DNA Rate
 %

State Average DNA Rate 12.71 % Hospital Average DNA Rate %



BOOKING PROCESS

RCK - ROCKHAMPTON HOSPITAL

SPECIALIST OUTPATIENT 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 5 Review Med 20 New Surg 5 Review Surg 20 Conversion Rate surgical OPD to ES Waiting List - if known NOT KNOWN %



CATEGORISATION AND WAITING LISTS

RCK - ROCKHAMPTON HOSPITAL

SPECIALIST OUTPATIENT DEPARTMENT

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

NOT STATED mins



CLINICS CONDUCTED AT 01 JULY 2004

RCK ROCKHAMPTON HOSPITAL

SPECIALIST OUTPATIENT DEPARTMENT

Medical Clinics

- | | | | | | | | | |
|--|---|---|--|--|--|---|--|---|
| <input type="checkbox"/> Cardiology | <input checked="" type="checkbox"/> Dermatology | <input checked="" type="checkbox"/> Endocrine | <input checked="" type="checkbox"/> Gastroenterology | <input checked="" type="checkbox"/> General Medicine | <input checked="" type="checkbox"/> Genetics | <input type="checkbox"/> Geriatrics | <input checked="" type="checkbox"/> Haematology | <input type="checkbox"/> Immunology/Allergy |
| <input type="checkbox"/> Infectious Diseases | <input checked="" type="checkbox"/> Nephrology | <input checked="" type="checkbox"/> Neurology | <input checked="" type="checkbox"/> Oncology | <input checked="" type="checkbox"/> Palliative/Pain | <input type="checkbox"/> Pharmacology | <input checked="" type="checkbox"/> Respiratory | <input checked="" type="checkbox"/> Rheumatology | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | | | | |
| <u>Surgical Clinics</u> | | | | | | | | |
| <input checked="" type="checkbox"/> CardioThoracic | <input checked="" type="checkbox"/> ENT | <input checked="" type="checkbox"/> General Surgery | <input type="checkbox"/> Neurosurgery | <input checked="" type="checkbox"/> Ophthalmology | <input checked="" type="checkbox"/> Orthopaedics | <input type="checkbox"/> Plastics | <input checked="" type="checkbox"/> Urology | <input type="checkbox"/> VascularSurgery |
| <input type="checkbox"/> | | <input type="checkbox"/> | | | | | | |
| <u>Gynaecology/Obstetric Psychi</u> | | | | | | | | |
| <input checked="" type="checkbox"/> Gynaecology | <input checked="" type="checkbox"/> Obstetrics | <input checked="" type="checkbox"/> COLPOSCOPY | | <input checked="" type="checkbox"/> MENOPAUSE | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> Psychiatry | | | | | | | |



CONFIDENTIAL

DID NOT ATTEND RATES

FOR JUNE 2004

RCK - ROCKHAMPTON HOSPITAL

SPECIALIST OUTPATIENT DEPARTMENT

DNA Rate %

Hospital Average %

State Average 12.71 %

NEW CASE REFERRAL PROCESS

RCK - ROCKHAMPTON HOSPITAL

SPECIALIST OUTPATIENT DEPARTMENT

Referral required prio to booking appt? If NOT, hard copy for filing?

Lodged on Referral Register?

Register Type System
ELECTRONIC APP

Cross District

Redirection Policy



CONFIDENTIAL

NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

RCK - ROCKHAMPTON HOSPITAL

	Number with Appointment	Number on Waiting List	Total
Cardiology	0	0	0
Dermatology	32	27	59
Endocrine/Diabetes	5	3	8
Gastroenterology	0	21	21
General Medicine	93	407	500
Genetics	0	0	0
Geriatric	0	0	0
Haematology	2	0	2
Immunology/Allergy	0	0	0
Infectious Diseases	0	0	0
Nephrology	16	1	17
Neurology	20	49	69
Oncology	5	2	7
Palliative/Pain	11	96	107
Pharmacology/Toxicology	0	0	0
Respiratory Medicine	24	29	53
Rheumatology	4	43	47
Other Medicine	111	0	111
Cardio Thoracic Surgery	2	3	5
ENT	32	935	967
General Surgery	172	0	172
NeuroSurgery	0	0	0
Ophthalmology	16	820	836
Orthopaedic	79	526	605
Plastic Surgery	0	0	0
Urology	22	84	106
Vascular Surgery	0	0	0
Other Surgery	0	0	0
Gynaecology	141	38	179
Obstetrics	0	0	0
Other Gynaecology	24	6	30
Psychiatry	0	0	0
	811	3090	3901

Source Data: Specialist Outpatient Department Profile July 2004


COI.0025.0001.00337