

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

RCH ROYAL CHILDRENS HOSPITAL

CENTRAL

BURNS OPD

Referral Register kept OTHER ALPHA INDEX CARDS
Wait List kept for NO CLINICS

OUTPATIENTS DEPARTMENT

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

REHABILITATION DEPARTMENT

Referral Register kept ELECTRONIC OTHER EXCEL
Wait List kept for SOME CLINICS MANUAL

PATIENT ATTENDANCE

RCH - ROYAL CHILDRENS HOSPITAL

BURNS OPD

Check in to appt system? Min Time before clinic DNA on System? Referring Practitioner Notified? AT EXPECTED APPT TIME
 55 MINS POST CLINIC - NOT NECESSARILY ON SAME DAY

NURSING AND AO
DNA Rate 8%

OUTPATIENTS DEPARTMENT

Check in to appt system? Min Time before clinic DNA on System? Referring Practitioner Notified? ONLY IF PT DISCHARGED
 mins LETTER POST CLINIC

NURSING
DNA Rate 17.7%

REHABILITATION DEPARTMENT

Check in to appt system? Min Time before clinic DNA on System? Referring Practitioner Notified?
 NO mins

DNA Rate 10%

State Average DNA Rate 12.71 % Hospital Average DNA Rate 11.90 %



BOOKING PROCESS

RCH - ROYAL CHILDRENS HOSPITAL

BURNS 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 INDICATED %

OUTPATIENTS 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 Review Med New Surg Review Surg

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

REHABILITATION 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 Review Med New Surg Review Surg

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

CATEGORISATION AND WAITING LISTS

RCH - ROYAL CHILDRENS HOSPITAL

BURNS OPD

Staff involved in referral categorisation
CONSULTANT & REGISTRAR CN & CNC AO

Written Categorisation Protocols Own Referral Triage Waiting List maintained for NO CLINICS Average Wait Time once arrived
NOT INDICA System <60 mins

OUTPATIENTS DEPARTMENT

Staff involved in referral categorisation
CONSULTANT/REGISTRAR RN, CN, MUN

Written Categorisation Protocols Own Referral Triage Waiting List maintained for SOME CLINICS Average Wait Time once arrived
SOME System ELECTRONIC 120 mins

REHABILITATION DEPARTMENT

Staff involved in referral categorisation
CONSULTANT CNC ALLIED HEALTH

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

CLINICS CONDUCTED AT 01 JULY 2004

RCH ROYAL CHILDRENS HOSPITAL

BURNS OPD

Medical Clinics

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

Surgical Clinics

- CardioThoracic
 BURNS
 ENT
 General Surgery
 Neurosurgery
 Ophthalmology
 Orthopaedics
 Urology
 VascularSurgery
 Geriatrics
 Respiratory
 Plastics

Gynaecology/Obstetric Psychi

- Gynaecology
 Obstetrics
 Psychiatry

OUTPATIENTS DEPARTMENT

Medical Clinics

- Cardiology
 Infectious Diseases
 CYSTIC FIBROSIS
 Dermatology
 Nephrology
 Endocrine
 Neurology
 SPINA BIFIDA
 General Medicine
 Palliative/Pain
 REHABILITATION
 Gastroenterology
 Oncology
 Haematology
 Immunology/Allergy
 Rheumatology
 PKU & GALACTOSAEMIA

Surgical Clinics

- CardioThoracic
 MAXILLO-FACIAL
 ENT
 General Surgery
 CLEFT PALATE
 Ophthalmology
 Orthopaedics
 Plastics
 Urology
 VascularSurgery
 Geriatrics
 Respiratory
 PKU & GALACTOSAEMIA

Gynaecology/Obstetric Psychi

- Gynaecology
 Obstetrics
 Psychiatry

REHABILITATION DEPARTMENT

Medical Clinics

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

Surgical Clinics

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

Gynaecology/Obstetric Psychi

- Gynaecology
 Obstetrics
 Psychiatry

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DID NOT ATTEND RATES

FOR JUNE 2004

RCH - ROYAL CHILDRENS HOSPITAL

BURNS OPD

DNA Rate 8.00 %

OUTPATIENTS DEPARTMENT

DNA Rate 17.70 %

REHABILITATION DEPARTMENT

DNA Rate 10.00 %

Hospital Average 11.90 %

State Average 12.71 %

NEW CASE REFERRAL PROCESS

RCH - ROYAL CHILDRENS HOSPITAL

BURNS OPD

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

OUTPATIENTS DEPARTMENT

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:

REHABILITATION DEPARTMENT

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



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NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

RCH - ROYAL CHILDRENS HOSPITAL

| | Number with Appointment | Number on Waiting List | Total |
|-------------------------|-------------------------------|------------------------------|-------|
| Cardiology | 0 | 0 | 0 |
| Dermatology | 11 | 0 | 11 |
| Endocrine/Diabetes | 8 | 0 | 8 |
| Gastroenterology | 22 | 0 | 22 |
| General Medicine | 87 | 0 | 87 |
| Genetics | 0 | 0 | 0 |
| Geriatric | 0 | 0 | 0 |
| Haematology | 0 | 0 | 0 |
| Immunology/Allergy | 0 | 0 | 0 |
| Infectious Diseases | 0 | 0 | 0 |
| Nephrology | 5 | 0 | 5 |
| Neurology | 9 | 0 | 9 |
| Oncology | 0 | 0 | 0 |
| Palliative/Pain | 0 | 0 | 0 |
| Pharmacology/Toxicology | 0 | 0 | 0 |
| Respiratory Medicine | 2 | 0 | 2 |
| Rheumatology | 1 | 0 | 1 |
| Other Medicine | 3 | 0 | 3 |
| Cardio Thoracic Surgery | 0 | 0 | 0 |
| ENT | 0 | 466 | 466 |
| General Surgery | 0 | 0 | 0 |
| NeuroSurgery | 23 | 0 | 23 |
| Ophthalmology | 40 | 0 | 40 |
| Orthopaedic | 104 | 0 | 104 |
| Plastic Surgery | 1 | 0 | 1 |
| Urology | 0 | 0 | 0 |
| Vascular Surgery | 0 | 0 | 0 |
| Other Surgery | 0 | 0 | 0 |
| Gynaecology | 0 | 0 | 0 |
| Obstetrics | 0 | 0 | 0 |
| Other Gynaecology | 0 | 0 | 0 |
| Psychiatry | 0 | 0 | 0 |
| | 316 | 466 | 782 |

Source Data: Specialist Outpatient Department Profile July 2004


COI.0025.0001.00363