

Radiology Appointment Changes - MRI

Background

In October 2008 the Health and Disability Commissioner published three reports highlighting issues with delivery of Outpatient services.

In response to this, the Quality Improvement Committee has recommended that patient focused booking is used as a model for managing all outpatient appointments

What is patient focused booking?

A booking system managed by Patient Administration Services that involves direct involvement with the patient to manage the waiting list.

The waiting list is sorted according to clinical priority first and then by waiting time. The patient is given some choice with respect to their final appointment date and time.

In addition patients will be given the option of being included in a priority waiting list to fill spaces at short notice.

What are the advantages to introducing patient focused booking?

Areas that have

Why start with MRI?

MRI has the longest waiting list with the most patients waiting. Current work flow patterns have been studied to determine an optimum booking template with adequate space for urgent and routine referrals.

When do we start?

From **January 25th 2010** all patients will be booked according to this system. All patients already on the pending list will be sent an acknowledgement letter. Any appointments booked before this date will be rescheduled according to the new template.

Next Steps

The system will be reviewed on a weekly basis for the first few months any necessary modifications will be implemented.

Once fully operational each radiology modality will be phased into the new system. We are planning for CT, General and Mammography appointments to start by May 2010

Prioritisation

Each referral is according to clinical need by the Unit Charge MRT or Radiologist and is assigned an X-ray priority. The outpatient

BOOKING STAGES

EXPLAINED

The following request groups have been added to the pending list to keep track of where a patient is in the system:

Acknowledged

A letter copied to the referrer is sent to the patient to acknowledge receipt of their referral with an estimate of waiting time.

Patient focus 1

Approximately 6 weeks prior to space being available the patient is asked to contact the department to make an appointment

Patient focus 2

The patient is sent another letter to remind them to contact us. They are informed that the referral will be returned if they do not contact us within two weeks

Rejected

A letter copied to the referrer is sent to the patient informing them they have been taken off the waiting list

Need more Information?

For further information, comments and feedback contact:

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