

Single Appointment System for all **Outpatient and Admission Appointments**

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Aim

To eliminate reconciliation of admission appointments in Operating Theatre Management System (OTMS) and Outpatient Administrative System (OAS), with a single system to reflect all patient appointments.

Background

At a CGH IT visioning workshop in July 12, it was identified that admission appointments were made in two systems, OTMS and OAS. Whenever there was a change in an admission or operation date, two staff (Nurse and PSA) will need to update the same information in 2 systems separately.

Methodology

Oct 13: Approval & funding sought

Mar 14: Key stakeholders provided user requirements

Jun 14: Design and development by 2 system vendors

Jan 15: Systems testing & workflow communications to users

Mar 15: Admission appointments were interfaced from

OTMS to OAS successfully





Counsel patient on procedure and cost



Create OTMS for patient admission



Write expected admission date and time on **AAF**



Book admission appointment in OAS based on info on AAF



Key in the expected reporting time in OAS



List patient for admission and raise AAF form

raise AAF form



Counsel patient on procedure and cost



Create OTMS for patient admission



Write expected admission date and time on AAF





Before



After

Change of operation date required

Make amendment in OTMS and informs patient



Change admission appointment in OAS based on info on AAF



Change of Admission Appointment Process

Key in the new expected reporting time in OAS





Makes amendment in OTMS and informs patient



Benefits

- Reduction of 2 steps per process
 - Estimated Savings of 3.0 hours per day
 - Increased visibility of patient appointments
 - Single System for all appointments in Inpatient, Outpatient, Day Surgery settings
- Eliminated transcription of appointment date/time
- Reduced mismatches in appointment information in OTMS & OAS

| May 2015 Data | | Per month | Avg/day |
|----------------------------------|------------------------------------|-----------|---------|
| New Appts | Total number created | 1844 | 92.2 |
| | Savings in hours (Est. 1 min/appt) | 30.7 | 1.5 |
| Change in Appts | Total number changed | 907 | 45.4 |
| | Savings in hours (Est. 2 min/appt) | 30.2 | 1.5 |
| Total Estimated Savings in hours | | 61.0 | 3.0 |

Conclusion

From Mar 15, admission appointments were created only in OTMS, without the need for handoff to another staff to reconcile the appointment in OAS.



