

ELECTRONIC BLOOD TEST BOOKING APPOINTMENT SYSTEM

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Introduction

- ▶ In the KWH Out Patient Department (OPD), we have served over 500 patients every day for blood taking.
- ▶ As patients are advised to have their blood-taken two weeks before the next medical consultation without scheduling,
- ▶ it would be hard for OPD to plan for the workload and crowd control. Therefore, OPD started blood test appointment booking since June 2014.
- ▶ We chop the appointment date and time on the GCRS reminder form as an appointment slip.
- ▶ However, this manual record method is not user friendly to patient and staff. This is because the blood test appointment only shows on the reminder form. There is no record keep in OPD. If patient wants to change the appointment, he/she has to come back to OPD with the reminder form by person.

Objectives

- ▶ To have an accurate electronic booking record.
- ▶ Blood test booking appointment can be easily traced by staff.
- ▶ Better manpower arrangement by supervisors.
- ▶ Better patient service. Patient no need to return by person to change the blood test.



Methodology

- ▶ We had meeting with I.T department in Aug 2018. Drafted the booking system template in Oct 2018.
- ▶ After modified the template and quota setting, final version was established in May 2019. Staff training provided at June to July 2019.
- ▶ The access right applied to all nursing staff, supporting staff, and clerical staffs. The system will be implemented in 3Q 2019.



Results

- ▶ The electronic template had been drafted. Staff had tried to use the electronic platform for booking the appointment for blood test.
- ▶ It would save our time for searching the quota in paper record. Staff with positive feedback of the new enhancement

Conclusions

- ▶ We are going to pilot the system in GOPC cases in the first phase. All GOPC cases can make blood test appointment via the electronic system.
- ▶ Target serve around 13,000 GOPC cases by this system annually. If the system is mature enough, we will implement to serve SOPD cases as our next phase.