

Reduction of non-retrieval rate in medical records

NTEC

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Background



**Non-retrieval rate of medical records 1.6%,
(CRO QA report: 0.03%)
Why medical records are essential for
safe EYE consultation!!!**



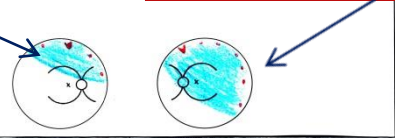
Lack of electronic record
with eye illustration



Prince of Wales Hospital									
DEPARTMENT OF OPTHALMOLOGY & VISUAL SCIENCES (OUT-PATIENT SHEET)					Name: _____				
Date: _____					Sex: _____ Age: _____ Chinese Name: _____				
Ward: _____ Bed: _____ Dept: _____					Dr's Sign: _____ Code: _____				
Pre-consultation investigation									
VA	RE	SC/CC	Pinhole	Sign	NCT	RE	Sign	AR	RE
Management									
Next Appt: _____					See Dr: _____				
Dr's Sign: _____					Code: _____				
					GEN DOOP				
					CE PSB				
					GLAU RESC				
					MER TEC				
					NEC VR				

Macula-on
Retinal Detachment

Macula-off
Retinal Detachment



Unsafe patient care
Frequent / cancel FU
Increase staff workload
Increase patient complaints

?Why

Walk in ↑

Staff compliance ↓

Objective

To enhance retrieval rate
of medical record in eye centre for
Safe Eye Consultation



Methodology

1. Collaboration

Both CRO & Eye Centre
have added
delivery rounds



2. Team approach

All staff engagement



3. Visual management tool

- ✓ High alertness ! Eye Catching!
- ✓ Clear & Update
- ✓ Simple thinking process
- ✓ Instant decision



New design eye label

留排版(眼科)

同日 _____ 科

< 1 wk

Others: MED 11/4/14

Current label

Medical Record Transfer

Please forward this medical record to :

Unit	Appointment/ Request Date	Remarks
F2	27/11	
Med/F3	3/12/12	(還)
SURG	24/3	

Results & Outcome



- ✓ Non - retrieval rate decreased from 1.6% - 0.6%
- ✓ Enhance quality patient care
- ✓ Staff: high compliances rate
- ✓ Minimize patients complaints & potential legal claims

