Introduction
In TBCU, patients who are required for CT scan / Ultrasound Interventional Procedures at QMH have to be transferred to medical ward/QMH with Non-Emergency Ambulance Services (NEATs) arrangement on appointment date. During the appointment date, if it falls on morning time, the case doctor has to prepare documents and contact MO/QMH to confirm ward placement. All are carried out in rush to meet the appointment time. During the busy morning shift, it has always caused a lot of stress to doctor, nurse and the ward clerk, all are hurry in order not to miss the appointment time.

Objectives
1. To standardize the logistics across the department of Radiological interventional of QMH
2. To obtain the availability of NEATs quota together with meeting the appointment time
3. To achieve the patient to meet the appointment time
4. To enhance staff satisfaction via the streamlining of the logistics
5. To care for the patient’s safety and satisfaction
6. To avoid the abuse of the emergency transport service

Methodology
1. To appoint a working group to review the current practices and work flows for preparation of Radiological Interventional Procedures for transfer patient from TBCU to QMH in all floors
2. To standardize the process of Radiological interventional of QMH in all wards of TBCU
3. To produce the preparation workflow for the interventional procedures
4. -booking the NEATs upon receiving appointment sheet’s date
5. -arranging the patient admission date before the date of the appointment date for the preparation (including investigation and filling in the documents)
6. -preparing the documents on the date before the appointment date to avoid the
preparation in such a short time, especially for on a busy morning shift 4.to offer a briefing to all physician, nursing staff and ward clerk with the logistics workflow 5.to ensure the competency by offering the assessment to all physician, nursing and ward clerk after the briefing 6.to devise a simple checklist to facilitate the checking performed by the ward clerk or nurse

**Result**

-100% patient could obtain the availability of Non-Emergency Ambulance Services (NEATS) quota together with meeting the appointment time; since upon receiving the appointment sheet, the ward clerk could immediately book NEATS and indicate the arrival time -100% patient could be transferred to QMH on time for the interventional procedures. It could avoid the abuse of the Ambulance of Priority Two Transfer service. (96% patient could use NEATS & 4% use other transport services because of NEATS being out of order) -0% patient might abuse the "Emergency Transport Service" The implementation of the standardization of Radiological interventional procedures of QMH played a crucial role to avoid causing a lot of stress to the doctor, nurse and ward clerk during the busy morning shift. With the supports from TBCU physicians, ward clerks and nurses, the majority of those patients could meet the appointment time, which would further reduce unnecessary pressure on the emergency transport service “Ambulance of Priority Two Transfer”. Through the concerted effort of the staff of all floors, team spirit could also be aroused.