Introduction
In the KWH 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 work-load and crowd control. We have observed that letting patients come at their convenience create a vicarious cycle for early attendance. Most of our patients came from 8a.m to 10:30a.m and causing a bottleneck in the queue. When large amount of patients crowed in OPD in the morning, it creates a sense of poor management and wasting valuable patient time. To enhance the efficiency of the OPD operation, an appointment booking for blood taking service was designed.

Objectives
The aims of this project were to reduce patients’ waiting time for blood taking, enhance better crowd control and patient satisfaction in health care service, as well as a better manpower management in OPD.

Methodology
A pre-program survey on blood taking service was conducted during December 2013 and 1698 cases were studied. OPD drafted a quota plan according to the pattern of the laboratory request and the availability of manpower. OPD started giving an appointment for blood taking on 25 June 2014 and to arrange patient for blood taking according to schedule on 15 Oct 2014. As to evaluate the outcome of the booking service, two surveys were conducted. In December 2014, 1422 cases were studied for the waiting time and in Jan 2015, 932 cases were studied for the level of satisfaction.

Result
In the evaluation in December 2014, 1422 cases were recruited and the mean age
was 63. The proportion of the fasting cases and non-fasting cases were 68% and 32% respectively. The mean waiting time was 17 minutes, compared with the survey in 2013 which was 44 minutes; the waiting time for the blood taking service with booking was significantly reduced by 27 minutes ($p < 0.001$). In the evaluation in Jan 2015, 932 cases were recruited. 97% of the patients were satisfied with the new arrangement.