Introduction
Queen Elizabeth Hospital Ambulatory Care Centre (ACC) started service in 1997. Traditional Public Announcement (PA) was used for calling patients. Since the quality of the PA system varied from time to time due to human factors, it was a common issue that patients did not enter consultation room. Thus, extra efforts were required for the frontline staff to search the patients. In high volume of patient flow, queuing time of these patients would be affected. As a result, lots of complaints were raised. With referring to the recommendations in the Group Internal Audit report conducted in June 2013, ACC keeps exploring better ways to improve transparency of queuing time in medical consultation. To address these issues, a pilot of a new system called “Queue Management System” started to set up and implement in O&T/CTS clinic in collaboration with United Christian Hospital’s IT Department in March 2014. It was then installed in other Specialist Out-patient Clinics of ACC and L Block by phases.

Objectives
To improve the transparency of queuing time in consultation. To improve the patient’s journey before consultation To streamline pre-consultation workflow for frontline staff To facilitate clinic managers to capture useful data for queuing time management.

Methodology
A new and creative IT solution is developed by the UCH IT Department with great help from the QEH IT team & OPAS team. When the patient registers for appointment, the staff will match with an appointment slip and the medical record. Appropriate queue
will be arranged for patient. Once the staff called patient through system, the QMS will automatically record down in the system and showed over display screen in the waiting hall. It can increase the transparency of queuing time and reduce the unnecessary workload of the staff. Useful queue management data can be retrieved from QMS for further planning of consultation quota and the time slot setting.

Result
Queue Management System is able to call patient's name and make different kinds of announcement with three languages via the PA system in a standard tone and speed. It has a tracking system for staff to monitor and enquire patient's queuing status. The QMS not only helps to streamline pre-consultation workflow for frontline staff, but also facilitate clinic managers to capture useful data for queuing time management. It can enhance patient’s level of satisfaction over their queuing time. Since the launch of the new system in March 2014, the complaint about the missed call and the queue complaint are markly reduced. Our staff satisfaction survey done in July 2014, over 98% of our staff (include the doctors, nursing and supporting staff) were satisfied with the user friendly system and help them to reduce the unnecessary workload of their job and smooth running of their workflow.