Introduction
In the A&E Department of Tseung Kwan O Hospital (TKOH AED), more than 70% of attendees are of lower acuity (Triage Category 4 or 5). The “fast-track” concept in emergency department (ED) addresses the problem of the growing numbers of non-emergent patients and ED overcrowding by having a designated area and dedicated staff treating low acuity patients.

Objectives
To facilitate throughput of lower acuity (Triage Categories 4 and 5) AED patients treated in a dedicated area by dedicated staff.

Methodology
The Emergency Ambulatory Clinic (EAC), based on a fast-track model and modified within the physical limitations of TKOH AED, began operation from 4 February 2014, between 8 am to 4 pm, Mondays to Fridays. 2 consultation rooms within the walk-in area were designated for the EAC, and 2 doctors were rostered for each EAC session by the A&E consultant. Designated nursing and supporting staff were assigned to assist in medical consultation, delivering treatment and instruct patient flow. A treatment room in the walk-in area was renovated for more centralized delivery of prescribed treatments by nursing staff.

Result
The average total and Categories 4 and 5 daily attendances of TKOH AED in the month of January 2014 were 379 and 277 respectively. The average total and Categories 4 and 5 daily attendances of TKOH AED between February 2014 to July 2014 were 362 and 267 respectively. The average waiting time for Category 4 and 5 patients in January 2014 was 94 minutes, and being reduced by 19% to an average of
76 minutes between February and July 2014 since the implementation of the EAC. During the operation hours of the EAC (8 am to 4 pm), the average waiting time was reduced from 67 minutes in January 2014 by 18% to 55 minutes between February to July 2014. A throughput review was also performed over a 4-week period in July and August 2014. Among the 8 doctors surveyed, the mean number of patients seen per doctor per EAC session was 27, compared with 22 on their non-EAC shifts (p=0.1007, 95% CI -1.20-10.34).