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2. Streamline the patient journey for taking X-ray in A&E

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Introduction

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Objectives

Streamline the patient journey for taking X-ray in A&E.

Methodology

In A&E, clinical staffs always have the difficulty in checking the X-ray accomplishment for patients unless they keep checking the status through the Clinical Management System (CMS). Certainly, this is not an efficient way for the checking. Consequently, patients are offered an extra receipt when they are sent to take X-ray. Patients will bring back the chopped receipt to nurse station when they finish taking X-ray. The repeated visit of the nurse station causes a clumsy patient journey in A&E. The notification system for accomplishment of taking X-ray is established between X-ray Department and A&E. The personnel in X-ray Department scan the patient's bar code on the X-ray form while the patient finishing the whole X-ray taking procedure. In response to the scanning, the printer set up in A&E generates and prints out a slip with A&E number immediately. Nurses match the slip with the A&E record and notify the case doctor accordingly.

Result

Patients are not required to return to nurse station after taking X-ray in order to notify the accomplishment of the procedure.