



## Service Priorities and Programmes Electronic Presentations

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### **Can the departmental website help to enhance efficiency and effectiveness of primary care consultations in General Outpatient Clinics in Kowloon East Cluster?**

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#### **Introduction**

Time pressure is one of the constraints of clinical practice and general out-patient clinics (GOPCs) are not immuned to it. Although our Clinical Management System (CMS) is already a very comprehensive electronic consultation system, some useful clinical functions were lacking. In order to enhance the consultation effectiveness and efficiency, our Department website has undergone a major revamp and continuing enhancements since June 2010. It provides a lot of useful clinical information and tools for easy access during consultations in GOPCs.

#### **Objectives**

To enhance the Departmental website with innovative, useful and easily accessible functions for clinical use.

#### **Methodology**

A website revamp team consisted of 3 Department doctors was formed in April 2010. The layout and functions of the website were redesigned according to our operational and clinical needs. 34 updated primary care clinical guidelines were prepared and uploaded for quick reference. Manuals, workflow and referral forms of all new programmes (e.g. Risk Assessment and Management Programme, Integrated Mental Health Programme) were uploaded to facilitate referrals and programmes promotion. Drug image gallery with photo images of most commonly used chronic medications were added for drug identification, compliance checking and patient education during drug titration. Over 100 printable patients educational leaflets were available on-line. Clinical tools frequently used in GOPCs including body mass index, cardiovascular risk, peak flow rate, pregnancy date, alcohol consumption calculators and laboratory units convertors were available for instant calculation of essential clinical data. Information on private radiological investigations was uploaded to facilitate public-private interface and reduce subsequent referrals to hospitals. During the website revamp period, contents were regularly revised according to feedback from the users (e.g. doctors, nurses and allied health professionals). An evaluation questionnaire was sent to all our GOPC doctors for feedback after the new website

has been set up for 8 months.

### **Result**

There were more than 50,000 accesses to our new Department website in 32 months reflecting the popularity of the new Department website. 26 doctors (35.6%) returned the questionnaire. 85% respondents agreed that the website improved their consultations efficiency. 92% respondents agreed that the website enhanced their clinical knowledge. 96%, 88% and 92% respondents agreed that the information in 'Clinical Guidelines', 'Drug Image Gallery' and 'Patient Education Leaflets' respectively had enhanced their quality of patient care.