



Service Priorities and Programmes
Electronic Presentations

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"Call-back" System for Sleep Study

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Introduction

Sleep Laboratory of PYNEH provides Polysomnography (PSG) and CPAP Titration to patients with suspected or diagnosed sleep disorders with the capacity of approximately 450 cases every year. However, long waiting time for the study resulted in delay in diagnosis and subsequent treatment the sleep disorders. Furthermore, high non-attendance rate was also noted of the scheduled appointments, resulting in wastage of resources.

Objectives

To improve the utilization of sleep studies provided by the Sleep Laboratory.

Methodology

With the implementation of electronic booking services, list of patients scheduled for undergoing sleep study were generated. Starting from September 2010, patients were contacted approximately 2 weeks before the scheduled appointments and their booking were confirmed. If a patient expressed that he/she will not be able to attend the scheduled sleep study, another patient is contacted to fill up the vacancy. A list of patients (Priority List), which were judged needing urgent/early assessment by respiratory physicians, was kept in the Sleep Laboratory as potential patients to be called.

Result

In the year after implementation of the "Call Back System", number of defaulted (and hence wasted) sleep study appointments dropped 85 cases (21%) to 24 cases (5%), corresponding to 76.2% reduction. This effect was maintained in the 2nd year of its implementation with only 35 cases (7.7%) defaulted appointment. Over the 2 years of since the start of this program, 135 patients had their PSG or CPAP titration appointments advanced. On average, patients on the priority list would have an 8.5-months advancement of the PSG appointment and a 6-months advancement of the CPAP titration appointment (c.f. normal waiting time in PYNEH: PSG 14 months; CPAP titration 6 months).