



Service Priorities and Programmes
Electronic Presentations

Convention ID: 180

Submitting author: Ms Chun Chun CHENG

Post title: Advanced Practice Nurse, Prince of Wales Hospital, NTEC

Service enhancement in PWH HASC - Reduce Default Rate

Cheng CC(1), Li GMH (1)

(1) Private Unit, Prince of Wales Hospital

Keywords:

Staff Clinic

Default Rate

Introduction

HA Staff Clinic PWH is designated to provide a high quality primary health care to our eligible clients taking the Family Medicine approach. It provides primary care services including pre-employment examination, medical consultation, vaccination and health screening for Hospital Authority staff and their eligible dependents. All consultation must be made via IVAS system.

Objectives

In view of the high default rate, we had to improve the current booking system so as to lower its default rate and effective usage of the availability quota in HASC.

Methodology

It was commenced on the Mid of September 2013, the duration of the booking day from four days in advance to 3 days in advance can be made via the IVAS. Furthermore, once the staff made adhoc appointment due to sick on duty, the booked appointment by patient will be advice to cancel by himself/herself or by attended Doctor in order to reduce the default rate.

Result

As the enhanced booking service commenced on the Mid of September 2013, there is a significant lower in default rate on October 2013. We will continuous to monitor the default rate and enhance the booking service in PWH's HASC in order to provide quality service to our staff and eligible dependant.