



**Service Priorities and Programmes
Electronic Presentations**

Convention ID: 376

Submitting author: Dr K W WONG

Post title: Associate Consultant, United Christian Hospital, KEC

Patient Resource Corner - A Health Information and Resource Hub at General Out-patient Clinic

Wong KW, Yee YT, Ko Abby, Ho SM, Chao DVK

Department of Family Medicine and Primary Health Care, United Christian Hospital

Keywords:

Patient Resource Corner

General Out-patient Clinic

Questionnaire Survey

Introduction

With the support of the Food and Health Bureau and the Hospital Authority, Kowloon East Cluster has successfully set up the Patient Resource Corner (PRC) at Ngau Tau Kok Jockey Club General Out-patient Clinic in March 2013. The Corner serves as a health information and resource hub which aims to (1) provide health information and link people to appropriate community services; and (2) enhance patients' self-care skills and ability on disease management. The PRC provides good ranges of health information including books, pamphlets, and audio-visual and web-based materials. There are self-help health monitoring devices for the public to learn measuring and monitoring their own health parameters including blood pressure (BP) and body mass index (BMI).

Objectives

To review the visitors' characteristics, services used and the satisfaction level on the experience of visiting the PRC.

Methodology

A visitor questionnaire survey was conducted in the PRC from 2nd December 2013 to 30th January 2014.

Result

There were 1758 visitors during the study period. 250 visitors were randomly selected for the questionnaire survey. 54.0% were male and the majority of the visitors (95.1%) were above 40 years old. 83.7% of the visitors were the patients of the clinic, while 7.3% and 8.9% were patients' relatives and the public respectively. For the visitors' educational level, 47.2% have completed primary school and 47.6% have completed secondary education; only 5.3% have attained tertiary education level or above. Most visitors have made use of the self-help health monitoring facilities. 95.6% and 34.9% reported that they used the automatic BP machine and BMI machine respectively. 12.8% sought health information in the PRC and 3.6% received simple health counselling from health care staff. Most visitors (78.7%) stayed in the Corner for 5-15 minutes and 89.1% of the visitors visited the PRC < 3 times in the past 3 months.

Around 95% of the visitors rated satisfied or very satisfied with the services provided by the Corner. 75% of the visitors planned to come to the PRC again. In conclusion, the PRC has been successfully launched in the General Out-patient Clinic. It provides a convenient location and a user-friendly access of information to the public. The responses from the visitors were positive. The information obtained is useful for further enhancement of the services.