



Service Priorities and Programmes Electronic Presentations

Convention ID: 72

Submitting author: Ms Chun Chun CHENG

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

Enhanced Specialist Out-patient Services for Civil Services Eligible Persons at Prince of Wales Hospital

Cheng CC(1)(2), Li GMH(1)(2)

(1) Private Unit, Prince of Wales Hospital, (2) 9H Specialist Clinic, Prince of Wales Hospital

Keywords:

Enhanced Specialist Out-patient Services

Civil Services Eligible Persons

Average Waiting Time

Introduction

To improve the provision of civil service medical benefits to CSEPs, and to address CSEPs' (Civil Service Eligible Persons) concerns over the waiting time for first appointment for new SOP cases, the Government has allocated separate funding to set up a new SOP clinic (namely 9H Specialist Clinic at PWH (9HSC)) for the exclusive use of CSEPs.

Objectives

The main objective for launching 9HSC services is to help shorten the waiting time for CSEPs' new SOP cases.

Methodology

An eligible CSEP who has booked a first appointment at an HA SOP clinic and wishes for an earlier appointment may approach 9HSC to see if an earlier appointment in the relevant specialty is available at 9HSC. As the enhanced SOP services provided by 9HSC to CSEPs are by nature a bridging measure to supplement HA's existing SOP services, exit arrangements (i.e. referral to another service provider or discharge) will be arranged having regard to the patient's condition. 9HSC will manage a patient's case while a patient awaits (a) the original HA SOP clinic appointment; or (b) an appointment at a sub-specialty clinic at the relevant cluster hospital by way of a referral from 9HSC. In case a patient's condition is considered by 9HSC to have developed into a Priority 1 or 2 condition, 9HSC will issue a referral letter to the patient for him/her to present to the original HA SOP clinic with a view to advancing his/her original appointment. 9HSC will continue to manage the patient's case until the appointment is due. If the patient recovers, or 9HSC considers that his/her condition has stabilised, 9HSC will either (a) discharge the patient; or (b) issue a referral letter for the patient to book an appointment at HA's General Out-patient Clinics or DH's families clinics on his/her own.

Result

As the enhanced SOP services provided by 9HSC to CSEPs are by nature a bridging

measure to supplement HA's existing SOP services, exit arrangements (i.e. referral to another service provider or discharge) will be arranged having regard to the patient's condition. CSEPs' new SOP cases had been shortened more than 369 days in average's waiting time while the 9HSC services commenced on March 2012