



Service Priorities and Programmes Electronic Presentations

Convention ID: 789

Submitting author: Ms Y L WONG

Post title: Ward Manager, United Christian Hospital, KEC

New Queue management system with auto voice announcement in SOPD

Wong YL, Wong SY, Tam WS, Chan HB, Lee T, Ma J, Wong PS

Keywords:

Queue management

Introduction

Introduction More than 65,000 patients will visit the SOPD in UCH monthly. One of the big challenges is calling the numerous patients individually for consultation. Each of the names is called by our staff's own voice, for at least once, if hopefully the patient is present immediately. OSH problems are concerned. More and more patients come from the Mainland China and understand Putonghua only. Patients from other countries may also have English name only and do not understand Cantonese. Calling these patients is also a big difficulty in the daily operation. Sometimes the patient is not aware when our staff calls him. Arguments and quarrels raised between them are not rare. Moreover, effective queuing system is very important in existing practice of SOPD.

Objectives

Objective Use a computer system to call the patients with a steady, gentle and clear voice. Language spoken should also be understood by the patients to be called. Regular message broadcasting such as reminder of wearing mask during S2 should also be spoken out automatically in adequate intervals. Building a queuing system can help to manage the SOPD queue. Based on the information of voice announcement system, we established the patient queue.

Methodology

Methodology New Queue Management System developed by the UCH IT Team, was deployed to the UCH SOPD. Workstations with barcode scanners and numeric keypads are installed in the staff corridors. Before sending the medical record folder (牌版) into the consultation room for doctors, the staff can simply scan the barcode on it, and type the room number on the keypad. A voice in Cantonese, such as “請注意, 陳大文, 請手持身份證及飛尾, 到 16 號房門外等候”, will be automatically spoken out through the public announcement system in the waiting hall. The system will automatically speaks out English if the patient has English name only and opt to let the system speak in Putonghua if necessary. Doctors can also use the system to call patients by opening a web page on his CMS workstation. For manage the queue, the patient call can be logged by computer with content and time. Staff can trace the system to settle the patient problem. For example, a patient thinks we have skipped him, we can check in the system immediately.

Result

Outcome and Result With the new self-developed Queue Management System, staff saves time and effort in calling patients. Patients also benefit from a understandable calling system, and a more transparent queuing status. With the logging of every action, management reports can be generated for continuous service improvement.