



Service Priorities and Programmes Electronic Presentations

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An enhancement of quota release pattern by IT advancement resulting in change of patient behavior in primary care

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Introduction

The public primary care service at Hong Kong is highly subsidized by the government. The patients need to dial the clinic telephone number in order to get the appointment for the coming 24 hours.

Objectives

1/ To review the effectiveness of the new method in spreading-out the telephone call-in pattern. 2/ To see whether the enhancement improve the accessibility of the appointment and change patient behavior in making telephone booking.

Methodology

Since 2006, the interactive voice appointment booking system had started for patient's booking for public primary care appointment. The system would release the quota in 3 separate sessions of the day and so patients dial the telephone calls in those hours to get appointment. It had generated 3 peak timings of phone call while other patients could not get the appointment when call-in at other times of the day. With the IT advancement, an enhancement of hourly quota release from early morning to the midnight was implemented in our clinics since Aug2014. We reviewed the call-in pattern of all patients at start and 1year after the enhancement and assess the aims were fulfilled.

Result

With comparison of the below figures of Aug 2014 versus Aug2015, the 3 peak call-in timings were more spreading-out in Aug2015. The accessibility of the appointment was improved with the enhancement as the calls without appointment offered much decreased at Aug2015. The enhancement of quota release effectively improved the patient accessibility to appointment booking at various timings. It is user-friendly and change the patient behavior in making telephone booking.