



## Service Priorities and Programmes Electronic Presentations

**Convention ID:** 243

**Submitting author:** Ms Chun Chun CHENG

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

### **Prince of Wales Hospital - SOPC Phone Enquiry Office**

*Cheng CC(1), LiGMH(1)*

*(1)Private Unit, Prince of Wales Hospital*

#### **Keywords:**

Phone Enquiry Office

SOPC

#### **Introduction**

In all SOPC in LKS Clinic, all telephone calls are directly received by the clerical staff reception Counter of each Clinic. The Clerical staff cannot answer all the calls at peak hours that many calls cannot pick up. Complaints have been received regarding unanswered calls.

#### **Objectives**

To improve the Telephone Enquiry Service in Specialist Out-patient Clinics PWH strategies of HA strategic plan that the program aligns with - Increase efficiency by develop more efficiency service models on phone enquiry, appointment arrangement, and the information distribution for outpatients in SOPC.

#### **Methodology**

The Phone Enquiry Office Room is setup in LKS NW 1/F. Six clerical staff were recruited to support the service from Monday to Friday from 9:00 to 17:00 hour.

#### **Result**

PEO assisted SOPC to change appointment for patients by using OPAS, refer cases who need reply by individual clinic and answered information related enquiry.