



Service Priorities and Programmes Electronic Presentations

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Accident and Emergency Department (AED) Referral Audit: a Reflection of the Successful Gatekeeper Role of Family Physicians

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Introduction

General Outpatient Clinics (GOPCs) are gatekeepers in the public healthcare system to triage patients to the appropriate destinations for their optimal management. An audit on AED referrals reflects the spectrum of emergency conditions encountered and the quality of management provided by primary care doctors.

Objectives

To study the reasons and outcome of the AED referrals. To assess the appropriateness of the referrals and identify areas for improvement. To compare the referral pattern with previous audit report.

Methodology

Patients referred to the AED from Cheung Sha Wan Jockey Club GOPC during a six-month period from Jun 2015 to Nov 2015 were analyzed to find out: 1) patient demographics, 2) spectrum of emergency conditions, 3) appropriateness of referrals, 4) difference in the referral pattern compared to a previous audit report

Appropriateness of referrals is based on the following criteria: - Hospital admission
- Prolonged observation, investigation and treatment which were not readily available or appropriate in GOPC - Whether the eventual diagnosis matched with the impression of the referring doctor

Result

- There were 151 AED referrals, whose age ranged from 5 months to 98 years, with a mean age of 59. - Top five reasons of referral were: 1) chest pain (15%), 2) abscess (7%), 3) abdominal pain (7%), 4) uncontrolled hypertension (6%) and 5) electrolyte d