SAFE: Managing new case referral in SOPD

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Introduction
Handling a large amount (400-500) of new case referrals per day is a challenge to SOPD.   All new case referrals were handled at various checking points. In the referral placement journey, a referral will be passed through 5 handling points including registration counter, nursing station, doctors, booking counter and patient medical record. Mishandling the patient referral will be leading to serious impact for patient and health care system. The patient will be delayed treatment if any loss or missing referrals happened during the booking procedure.   However, it is difficult to trace the location of the referral at real time currently. Moreover, missing referral can hardly be detected.

Objectives
To develop a SAFE referral tracing system in handling the new case referral at the different location.   The SAFE referral tracing system is to prevent the loss and missing referrals. It contain the below elements: S-Safe handling referral A-Accurately to locate the referral and identify the related patient   F-Fast tracing way in searching the referral   E-Early detection of missing documents

Methodology
The SAFE system was developed in Microsoft Access.   Each referral is to be processed by check-in procedure in the SAFE system at each handling points. After completion, the referral had been checked-out at the end of the booking procedure. The incompletion process of those referrals will be shown as an outstanding list in the system. The operator can easily identify the location of referral and detected any loss or missing.

Result
A pilot trial has been implemented in Medical clinic since May 2014. Each staff can check the location of patient referral at real time. The convincing result was the tracing time had been shortened from few hours to 1 minute. In the past, the operator was needed to take a few hours for tracing the involved patient by the Pending list of New Case Booking Triage Category monthly report if any missing. It was time consuming and frustrated to the staff. Nowadays, SAFE referral tracing system only takes a minute and simple step for each patient tracing. It provides a systematical way and

effective way to handle the patient referrals without getting delay.