



## Service Priorities and Programmes Electronic Presentations

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### **Electronic Broadcast System for Healthcare Information Delivery in Accident and Emergency Department**

*To BPW, Yau CHY, Yeung KL, Yeung RSD, Chan JTS*

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#### **Keywords:**

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#### **Introduction**

In accident and emergency (A&E) department, it is inevitable that patients need to spend time in waiting, for queuing up to see doctors, receiving medication or procedures given by nurses, and even the time for reassessment after they have their blood tests done or medication taken. To prevent conflicts from happening due to patients losing their patience in waiting for what they do not know or lack of communication with the healthcare staff, electronic broadcast system for sending out various kind of healthcare information is suggested. However, we are limited to display information on wall for posting areas are limited.

#### **Objectives**

To reduce the number of complaints for patients not familiar with the workflow in A&E setting, information such as patients' journey is shown on the electronic bulletin board. To make use of waiting time to enrich patients' health knowledge, essential education is provided by showing them comprehensive healthcare information.

To share with the public that the announcements issued by the Hospital Authority, such as the response level being activated and the updates on the prevailing infectious diseases.

#### **Methodology**

We used an obsolete 52" TV Monitor installed in patient waiting area. Certain kinds of information were sorted, including Patients' Journey, Patients' Charter, HA by-law, Primary Care Directory, Smart Use General Out-Patient Clinics (GOPC) and Antibiotics, Health Promotion and Prevention Information and Organ Donation. They were converted into a more visual and auditory format and broadcasted through the TV monitor in 24 hours for patients and the public while they were waiting for consultation.

#### **Result**

Statistics from patient relations office revealed that the total number of patients seeking for assistance and giving us feedback were 20% less than last year (i.e. 153

cases in 2015 and 123 cases in 2016). As patients knew more about their journey in A&E, staff could concentrate more on their work and be less interrupted, therefore a more harmonic working environment was built.