



## Service Priorities and Programmes Electronic Presentations

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### **Streamline Workflow of Request for Medical Report to Reduce Duplicate Preparation among GOPCs.**

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#### **Introduction**

As the telephone appointment booking system (IVAS) creates a network of General Out-patient clinics (GOPCs) where the patient's call will be diverted to another clinic when the clinic's quotas are fully exhausted, so it is quite common for patients to visit various GOPCs for the same clinical problem.

Family Medicine and primary health care department is a cluster service. GOPCs are under the management of same department. Clinical services are provided according to same guidelines and protocols.

However, when handling request for medical report, different GOPCs are treated as different departments. Medical reports are prepared by individual clinics. For example, when an Injury-on-duty patient had attendance records in 5 GOPCs of Sham Shiu Po, all these 5 clinics will be requested to write up a medical report. This creates duplicate information and unnecessary workload in clinical and non- clinical staff.

#### **Objectives**

To streamline the workflow of handling request for medical report so as to reduce duplication of preparation among GOPCs.

#### **Methodology**

For patients with multiple visits at different GOPCs, assign one clinic to prepare the medical report embracing the whole episode and one single report to be issued.

Collaboration with CMC medical record office, we streamline the workflow of request for medical report among 5 GOPCs in Sham Shui Po (SSP).

Exclude potential legal cases, requests from insurance company and with specific requests, one GOPC represents other GOPCs in SSP to prepare one single medical report.

The workflow was endorsed in department meeting and CMC HMC.

**Result**

The new workflow was implemented in May 2016. From 1/9/2016 to 31/10/2016, 5 GOPCs in SSP prepared 113 medical reports. If we used the old workflow, we needed to prepare 128 medical reports. 15 medical reports (12% of total) were spared. By estimation, 90 to 100 medical reports can be spared in one year among 5 GOPCs in SSP