



Service Priorities and Programmes Electronic Presentations

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Extension of specialty nurse role -Out-patient breast patients' consultation via tele-consultation/walk-in service

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Keywords:

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Introduction

Women with different breast conditions can develop high level of stress and anxiety related to breast physical condition. There are breast care nurse clinic located in different hospitals in Hong Kong to facilitate post op rehabilitation care to patient suffering with different of surgical disease.

The Breast Centre of Kwong Wah Hospital has introduced an extended service by the specialty nurse by providing consultation and triage patients to their unexpected concern. The service hopefully can decrease the stress and fix the problem the patients are facing. Then, these patients did not need to further seek consultation from SOPD or attend AED acquiring for healthcare service.

Objectives

BCN extend consultation service by tele-consultation / walk-in service to surgical breast patients

Methodology

Patients called in or walk in to the Breast Centre for enquiry.
A form was designed for the clerk to record patients' call or walk-in enquiry.
BCN will call back patients when finished the hands on work.
The duration of time used was marked.
The problem of patient were categorized
The crude outcome were marked

Result

Result:

Started from Oct 2016, there were about 40-50 Tele-consultation/walk-in service in each month.

The different patients' problems were categorized to review their problems, will further analysed.

Conclusion:

BCNs helped to fix the patients' minor problems and triage patients into urgent categories and refer onwards if necessary.

Discuss:

The number of patients' enquiry reflects the need of patients that might not include in the usual service.

Health service utilization: one sited nurse clinic

Specific outcomes

-Decrease unplanned readmission

-Referral to other professionals

The design of seamless care

Continuity of care