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 patients suffering with different 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