

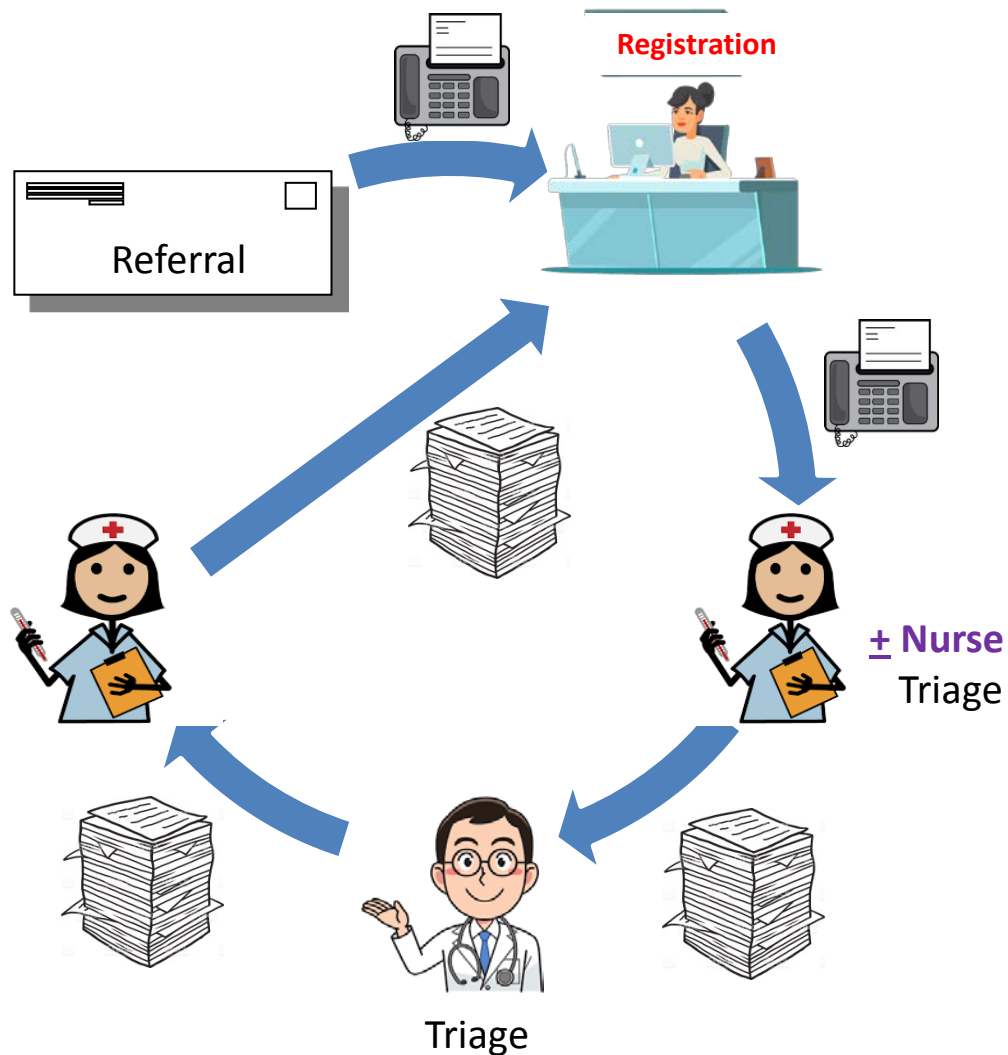
# Electronic Triage System (E-Triage) In Specialist Outpatient Clinics

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# Conventional Triage Workflow



- 4 - 5 days

100,000 referrals per year  
= 273 cases/day

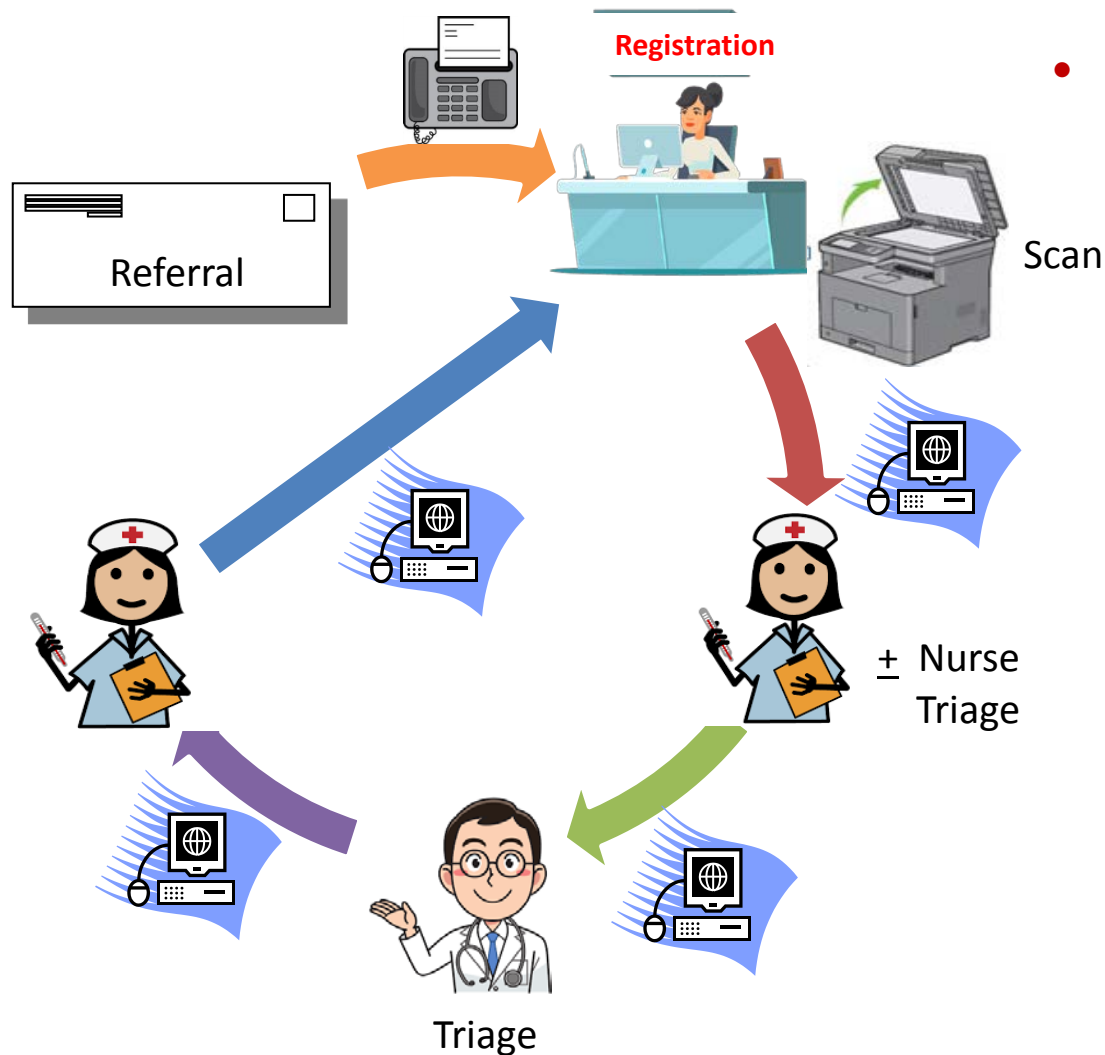
- Time-consuming



# Objectives

1. To develop a web-based programme allowing referral triage away from the site receiving referrals
2. To document triage process electronically
3. To eliminate the risk of losing patient documents

# E-Triage Workflow



- 1 - 2 days (decreased by ~ 75%)



# Results and Way Forward

- E-Triage was first implemented on 20 Nov 2017 in Med & Geri clinic in SOPCs of POH & TSWH
- The system handled 4971 referrals as on 30 April 2018
- Triage process shortened by 75% on average (from 4 days to 1 day)
- To roll out E-triage phase by phase to other clinics in SOPCs in NTWC

**Thank You**