CLINIC OUTCOME MANAGEMENT GUIDANCE

Clinic and Disposal Form

Aim

To ensure that the Outpatient Clinics are attended and appropriate follow up taken, while the Outpatient Clinic is taking place, thus ensuring data quality and an accurate and timely waiting list position.

The Clinical and Disposal form is set up through the End User Letter functionality within PAS, set up in such a way that on entering a specific clinic code, it prints a Clinical and Disposal form for each patient attached to that clinic code.

Health Records Prep Area

1. Staff print Clinic and Disposal form for the various outpatient clinics to be prepped.
2. Form is attached to the front of the corresponding patients casenote.
3. Charts for clinic placed in alphabetical order and forwarded night before clinic to holding bay.
4. Clinical and Disposal staff cross check clinic sheet with casenotes and disposal forms before commencement of clinic.

A sample End User Letter is attached below for information.

See attached flow chart for Clinic Outcome Management during clinic time.
Sample End User Letter

(PITT) (PTFNAMES) (PTSNAME) DR (PTGPNAME)
(PT AD1) (PTGP AD1)
(PT AD2) (PTGP AD2)
(PT PCODE)

Telephone (PT HTEL)
Hospital Number (SDCNOTE)
Clinic Code/Date (OPCLCD) (OPDTIME)

DETAILS CONFIRMED WITH PATIENT [ ] YES [ ] NO

______________________________________________________________

REVIEW ARRANGEMENTS

Review Clinic [ ] weeks
[ ] months
[ ] Discharge - end of episode
[ ] Discharge - Added to waiting list

Review Following [ ] X-Ray procedure
[ ] Investigations

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DNA/CANCELLATION OUTCOME

Patient DNA'd [ ]
Patient cancelled on day [ ]
Patient cancelled in advance [ ]
Number of previous DNA's [ ]
Number of previous cancellations [ ]

CONSULTANT INSTRUCTIONS

No Further Action Discharge to GP [ ]
SEND FOR AGAIN
Within 2-4 weeks [ ]
Within 5-6 weeks [ ]
Within 7-8 weeks [ ]
As per Departmental Directive [ ]
Other (please specify time frame) [ ]
Date forwarded to Consultant
Date received by Outpatient Dept _______________

Colposcopy Patients Only - Review PW1 PW1B
Flow Charts for Clinic Outcome Management during Clinic Time

1. Patient attends clinic
2. Health Records staff attend patient using CMG
3. Health Recs staff take casenotes with Clinic and Disposal form attached, t o Attending nurse
4. Patient sees medical staff
5. Medical staff tick appropriate box or enter relevant
6. Patient brings clinic and disposal Form to reception
7. Action identified
   - Discharged – end of Episode
     - OP REG discharged date and Time entered
     - Reason Code - NFA
   - Discharged – Added to WL
     - OP REG Discharged Date and Time entered
     - Reason Code - BK
   - Review Appt required
     - HRecs staff check System ENQ
     - Available slot – book and Pt given written Appointment card
     - Unable to book within Timeframe – Advise patient
       - Go see relevant med staff With CBK
       - Advise will overbook clinic
         - Overbook as previously instructed
           - In comment field – identify Name of med/nurse staff Date and the Number of pts already booked
         - No overbooking Book date agreed with Med staff
           - Send letter to patient
             - Send Appointment Letter to patient
Diagram 2

Patient cancels on Day or at short notice

HRecs staff record CND on CMG

HRecs staff check patient enquiry On PAS

Enter no of previous Canc/DNA’s on form

HRecs staff take notes and form To attending nurse

Med staff tick app. Box On disposal form

Nurse brings chart And form to Hrecs staff

No Further Action

SFA within timeframe

OP Reg Discharged
Reason Code - NFA

Comment field – as per Access Policy if Departmental Directive ticked – otherwise No comment

Available slot / Book Send OP appt

Unable to book Within timeframe

CO see med staff With CBK – advise Will

Overbook – send Letter to pt

Not overbooked Book date agreed

Send letter to patient
Diagram 3

1. **Patient presents within 12 hour Of appt time**
   - **H Recs staff logg DNA patient On CMG**
   - **Health Records staff check Appt Enquiry**
   - **Enter no of previous DNA/CNC On clinic**
   - **HRecs staff take casenotes with clinic and disposal**
   - **Nurse brings chart to HRecs staff**

2. **No Further Action**
3. **SFA within timescale**
   - **Slot available- book and send Appt to patient**
   - **Unable to book within timescale**
     - **CO sees medical staff with CBK – advise will**
     - **Overbook and send letter to patient**
     - **No, to overbook – Book date agreed**
       - **Send letter to patient**

**NB:** If patient appears while clinic is ongoing
Check with Medical staff if they will see Patient, If Yes – undo DNA, If No – advise Accordingly re appointment