

## What is Patient Focused Booking?

It is a different way of arranging outpatient appointments from what we currently do.

In view of the number of Outpatients who attend hospital it is necessary to improve the way outpatient appointments are allocated.

We have advised all GPs of this new process.

# Information for patients about Patient Focused Booking

## For more information

**Royal Adelaide Hospital**  
8222 4000

**The Queen Elizabeth Hospital**  
8222 6000

If you require this information in an alternative language or format please contact SA Health on the details provided above and they will make every effort to assist you.



<http://www.gilf.gov.au/>

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## What is the current system?

Currently local doctors send letters to Outpatient Clinics for patients who need an outpatient appointment.

We allocate an outpatient appointment and send it to the patient. Some appointments could be quite far ahead.

Patients may find that we change their appointments several times. This is unacceptable both for you, as the patient, and for the staff who look after this process.

Patient Focused Booking of outpatient appointments is a new way of managing appointments to improve the service for our patients. Patient Focused Booking will offer a more satisfactory process of booking Outpatient appointments.

## How will it work for you?

If you need an outpatient appointment your doctor will send a letter to the hospital which will include your telephone number, or if you do not have access to a telephone, your postal details.

When we receive the letter from your doctor, we will send you a letter to tell you:

- > we have received it
- > that we will contact you again four to six weeks before your proposed appointment date.

Approximately four to six weeks before your proposed appointment date we will write to you asking you to phone us in the clinic. When you phone us we will arrange a date and time for your appointment.

Following this we will send you a letter to confirm your appointment date and time.

For patients who do not have access to a telephone, an appointment will be posted to you.

If you are referred for an urgent appointment, we will write or telephone you immediately.

## What improvements will this new system bring?

- > A date and time better suited to you.
- > A reduction in the number of patients who do not come for their appointment.
- > A reduction in the number of times we may change your appointment.
- > A reduction in the waiting times for an outpatient appointment.

This change to the way we work will have a significant benefit to our Outpatient Clinics.

If you have any comments about Patient Focused Booking, or questions about your appointment, contact the clinic listed below.

***Thank you***

Hospital:.....

Clinic:.....

Telephone:.....