



**djerriwarrh health services**  
**health hospital community**  
bacchus marsh - melton - melton east



**Better Reception Services: Automated Queuing System**

# MELTON HEALTH (Super Clinic)

- Melton Health was the first of three State Government funded Super Clinics to open its doors in Victoria. Melton Health is a contemporary, state-of-the-art day hospital offering a range of services to a rapidly expanding population.



# MELTON HEALTH OBJECTIVES

- Implement the Government's policy commitment to the building of three Super Clinics
- Improve access to health care in growth areas of metropolitan Melbourne
- Divert demand from existing hospitals
- Improve the coordination and integration of health care
- Set broad capital and recurrent operating funding and financing strategies that are sustainable and maximise service and future development opportunities

# SERVICES

Many services are offered at Melton Health. The services are substitutions for both in-patient and out patient / ambulatory care programs.

## Substitutions for In-patient programs include:

- Renal Dialysis (12 Chairs)
- Chemotherapy (6 Chairs)

## Urgent Care

- Urgent Care
- Radiology – X-Rays, Ultrasound
- Pathology Collection
- Pharmacy



# SERVICES CONTINUED

## **Ambulatory Care Programs include:**

• Multi-disciplinary teams working in the following programs:

- Paediatrics
- Obstetrics / antenatal
- Gastroenterology
- Oncology / Haematology
- Endocrinology / Diabetes
- Orthopaedic
- General Medicine
- Dermatology
- Chronic Disease Management
- Day rehabilitation
- Gastroenterology
- Cardiology



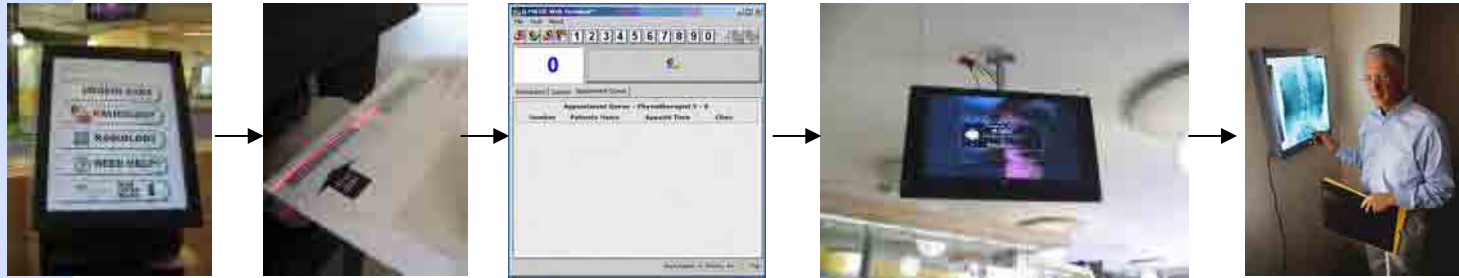
# WHY AN AUTOMATED QUEUING SYSTEM?

Melton Health investigated the use of an automated queuing system to ensure that patients received prompt attention using a format that was user friendly for clinicians' and provided a mechanism to quantitatively measure its performance in this area.



- Patient Flow Management
- Ensure Prompt Service
- User Friendly for Patients
- User Friendly for Clinicians
- Make full use of the Technology
- Fully Integrated
- Free up Reception Resources
- Cost Benefit
- Measure Performance

# Process



Referrals  
Ph. 97477600  
Fax. 97460668

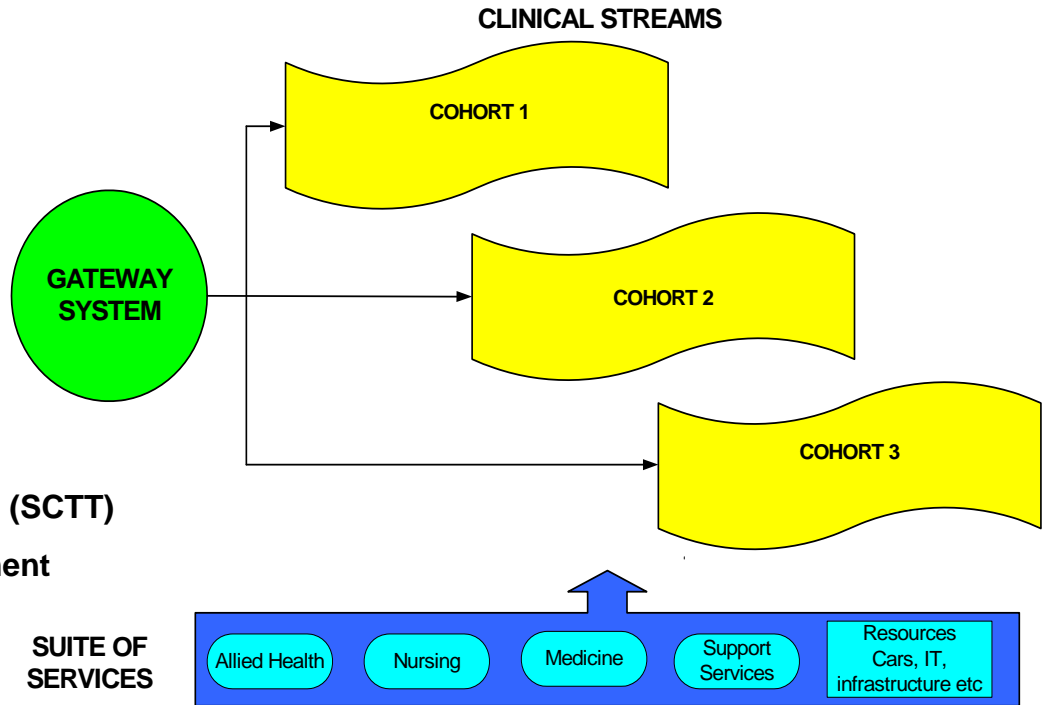


Intake

Service Coordination Tool (SCTT)

Initial Needs Assessment

All Appointments  
Ph. 97477609



SUITE OF SERVICES

Allied Health

Nursing

Medicine

Support Services

Resources  
Cars, IT,  
infrastructure etc

# THE CLINICAN'S SCREEN

The screenshot displays the Q-MATIC Web Terminal interface. At the top, the title bar reads "Q-MATIC Web Terminal™" with standard window controls. Below the title bar is a menu bar with "File", "Tools", and "About". A toolbar contains several icons: a person with a red arrow, a person with a green checkmark, a person with a red arrow, a person with a clock, and a row of buttons labeled 1 through 0. To the right of the numbers are icons for a printer and a group of people.

Below the toolbar, there is a large white box containing the number "0" in blue. To its right is a grey box with a dotted border containing a person icon with a green arrow pointing right.

Below these boxes is a tabbed interface with three tabs: "Workstation", "Queues", and "Appointment Queue". The "Appointment Queue" tab is selected.

The main content area shows the title "Appointment Queue - Physiotherapist 5 - 0" and a table with the following headers:

Number	Patients Name	Appoint Time	Clinic
--------	---------------	--------------	--------

At the bottom right of the interface, there is a status bar with the text "Workstation: 9", "Priority: 84", a person icon with a green checkmark, and a "Top" button.

## FOR THE PATIENT

- Self service – no need to queue at Reception
- Will not be missed
- Drop in perceived waiting time
- No queue jumping unless requested by the clinician
- Can provide estimated wait time
- Friendly and calm environment



## FOR THE CLINICIAN

- See appointments arrive and who is next in the queue
- Can monitor queue length and waiting times
- Can transfer patients to other queues (e.g. Pathology)
- Patient can use one ticket to access a number of services
- Can be used to monitor arrival and departure patterns to make informed decisions on appointment lengths, etc.



# RETURN ON INVESTMENT

- Improved clinic efficiency – more on-schedule appointments
- Reduced overall staffing costs – normally, less than half the Reception staff needed
- Performance tracking capabilities – through use of statistics there is better visibility of serving efficiencies
- Improved patient experience



# Q's & A's



## FOR FURTHER INFORMATON

- David Grace, Deputy Chief Executive, Djerriwarrh Health Services. Ph. 97477602 or DavidG@djhs.org.au
- <http://www.health.vic.gov.au/healthcareawards/winners/2009.htm>
- <http://www.q-matic.com.au/?id=6745>
- Qmatic: Stephen Pratt. Ph. 02 8622 6400