



Rapid Appointment Access app

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Situation

- ▶ Many wasted Specialist Outpatient Clinics due to:
 - ▶ Late cancellations
 - ▶ “Did Not Attends” - DNAs



Background

- ▶ Patients do not attend for many reasons such as:
 - ▶ Lack of transportation
 - ▶ Not able to get time off work
 - ▶ Lack of child care
 - ▶ Forgetting appointments
 - ▶ Feeling better or worse & too unwell to travel



Assessment

- ▶ Health risk increases with DNA's
 - ▶ For the patient on our waiting lists
 - ▶ For the patient that does not attend
- ▶ Wasted limited resources
- ▶ Growth in number of referrals
- ▶ Growing waiting list

Response



- ▶ Accept cancelled appointments and offer cancelled & DNA appointments to the waiting list via.....

Rapid Appointment Access App

- ▶ Web application broadcasting appointments to registered patients
- ▶ Algorithm base on patient data such as
 - ▶ Urgency
 - ▶ Wait time
 - ▶ Proximity
- ▶ Patient accepts appointment & confirms their details

Opportunity

- ▶ Increased patient access
- ▶ Improved patient outcomes
- ▶ Decreased MEDICAL RISK
- ▶ Improved resource utilisation
- ▶ Accurate patient contact details
- ▶ Scalable to other services
- ▶ Collaboration
 - ▶ Ballarat Health Service
 - ▶ Federation University

