

Telemedicine Decreases Waiting Days for Consultation at a Women's Obesity Clinic

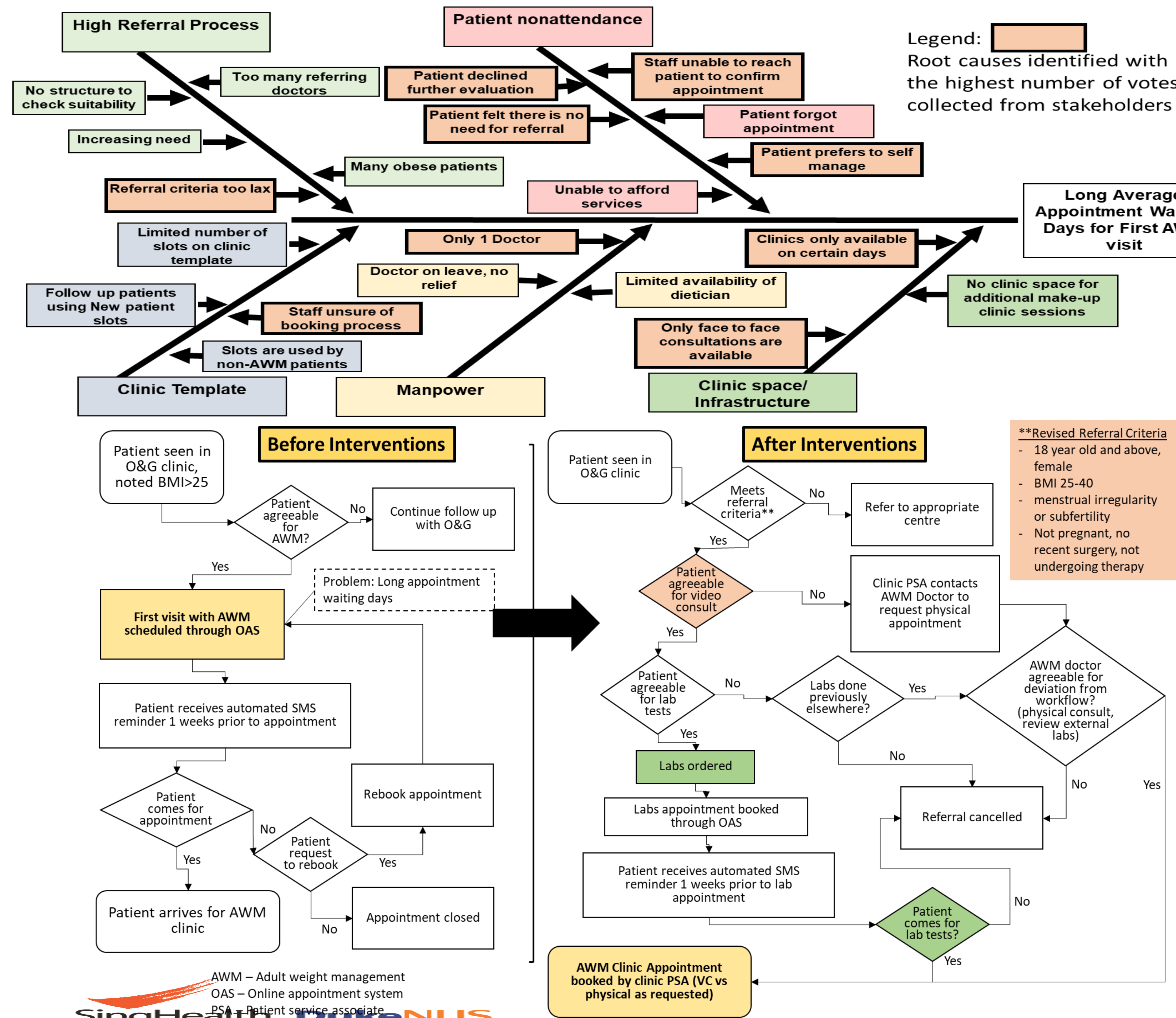
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Problem worth solving:

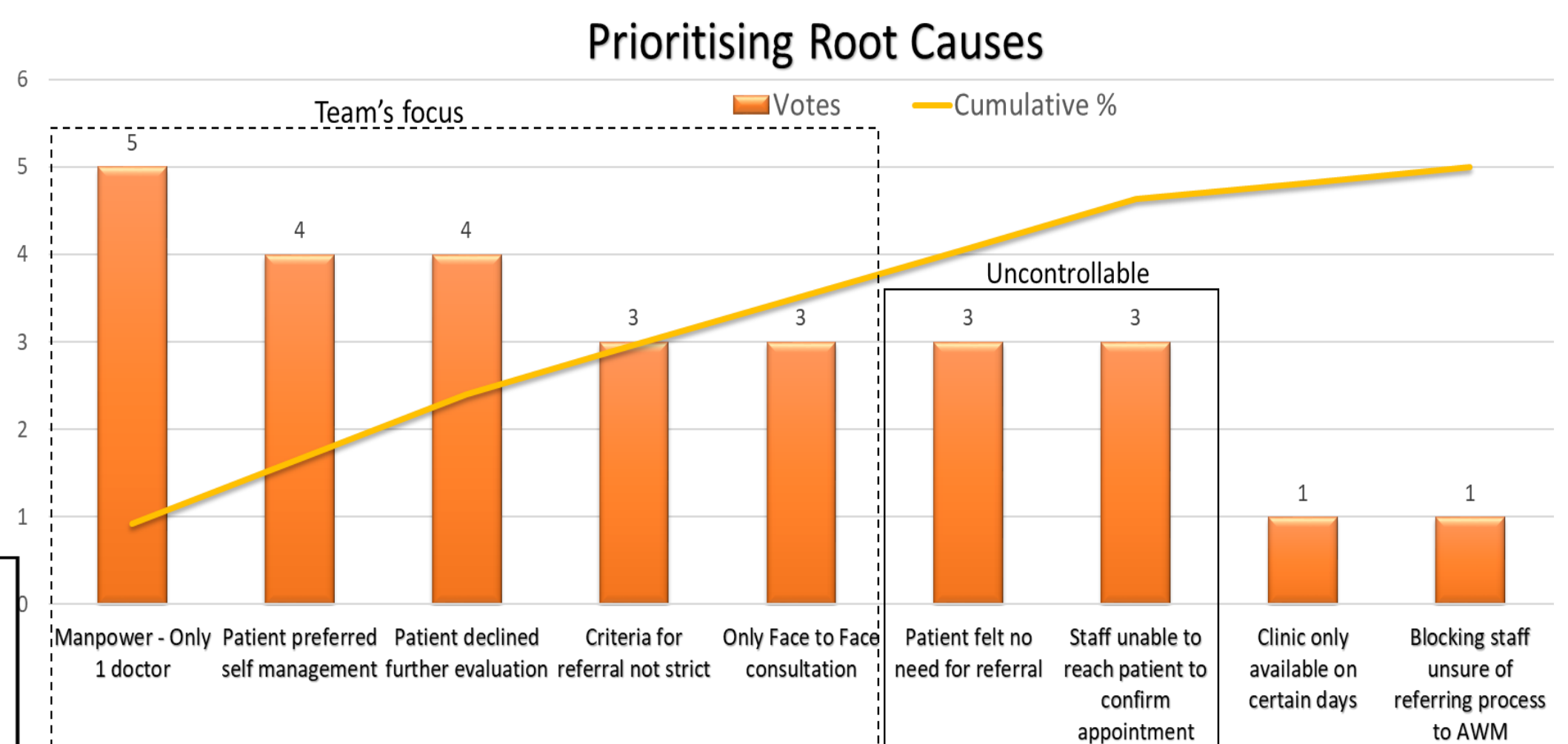
Average appointment waiting days to our clinic was 74 days (national average of 40 days). This affects the timeliness of care provided to patients.

Identifying root causes:



Project team:

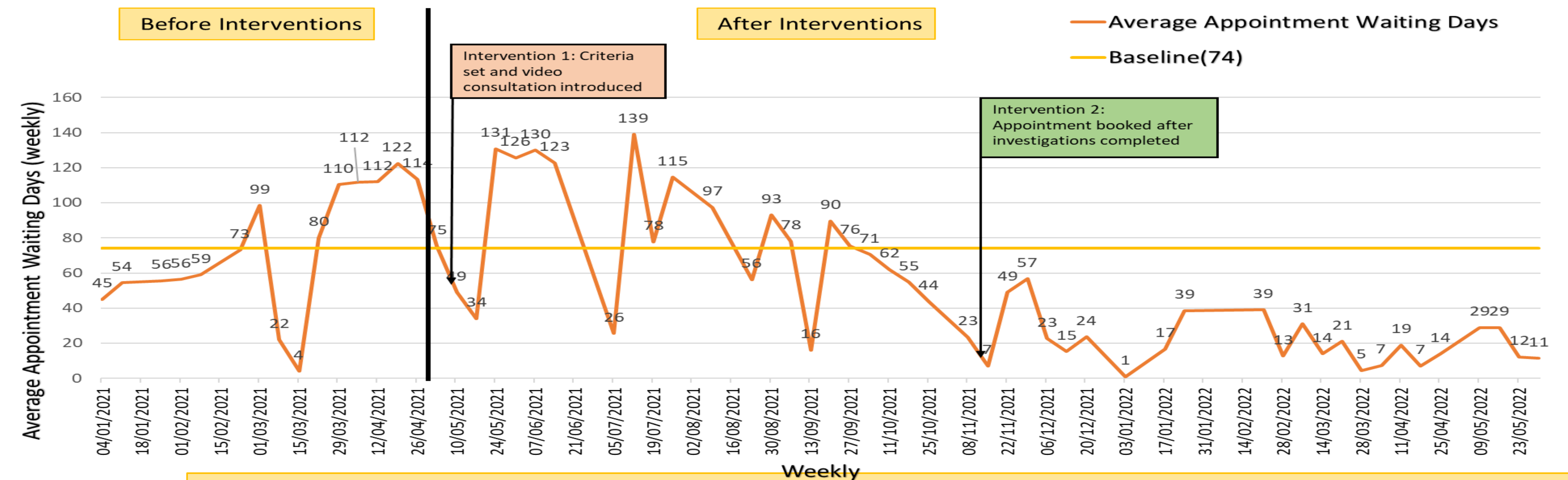
A multidisciplinary team of Family Physicians, Dietician, Nurses, Administrators and Patient Service Associates.



Intervention 1: Increase clinic capacity: increase doctors, introduce video consultation (does not require physical clinic space), revise referral criteria (removes unwarranted referrals)

Intervention 2: Patient selection: appointments only given after completion of required investigations.

Average Appointment Waiting Days (Week 04/01/21 to 30/05/22)



Results:

Intervention 1: No change in waiting days.

Positive feedback on video consultation from patients.

Intervention 2: Decrease in average waiting days to 34 days (p-value 0.0104)