

Name of journal: World Journal of Clinical Cases

ESPS Manuscript NO: 16238

Columns: MINIREVIEWS

Improving efficiency and saving money in otolaryngology urgent referral clinic

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Abstract

A closed loop audit of the ENT urgent referral clinic at a London hospital was conducted assessing the number of patients reviewed, referral source, appropriateness, presenting complaint and assigned follow-up appointments. Data was sourced from clinic letters and the patient appointment system over a 3 month period. The initial cycle analysed 490 patients and subsequent cycle 396. The initial audit yielded clinically relevant and cost effective recommendations which were implemented, and the audit cycle was subsequently repeated. The re-audit demonstrated decreased clinic numbers from an average 9.8 to 7.2

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作者: JS Virk - 2011

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