

Outpatient Phlebotomy Self Booking Portal

Implementing a booking portal for Pathology Outpatient Appointments with the aim of reducing patient waiting times.

Shay Bosworth
Supervising Scientist Hervey Bay and Maryborough
Shay.Bosworth@health.qld.gov.au
(07) 4325 6931

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What is the Problem?

- Increasing number of outpatients collections.
- Staffing increases don't always increase at the same rate.
- Patients appear to have a preference for early mornings and Mondays in particular.
- Many patients arrive early to try and beat the rush and avoid a wait.
- Frequently see dichotomy of over-crowded mornings and empty rooms in the afternoons.
- Can bleed the same amount of people per hour, regardless of how many people are waiting.
- Need a way to spread patient visits over the day so there are not patients waiting for significant periods of time. Better to have those people turn up when we have capacity.

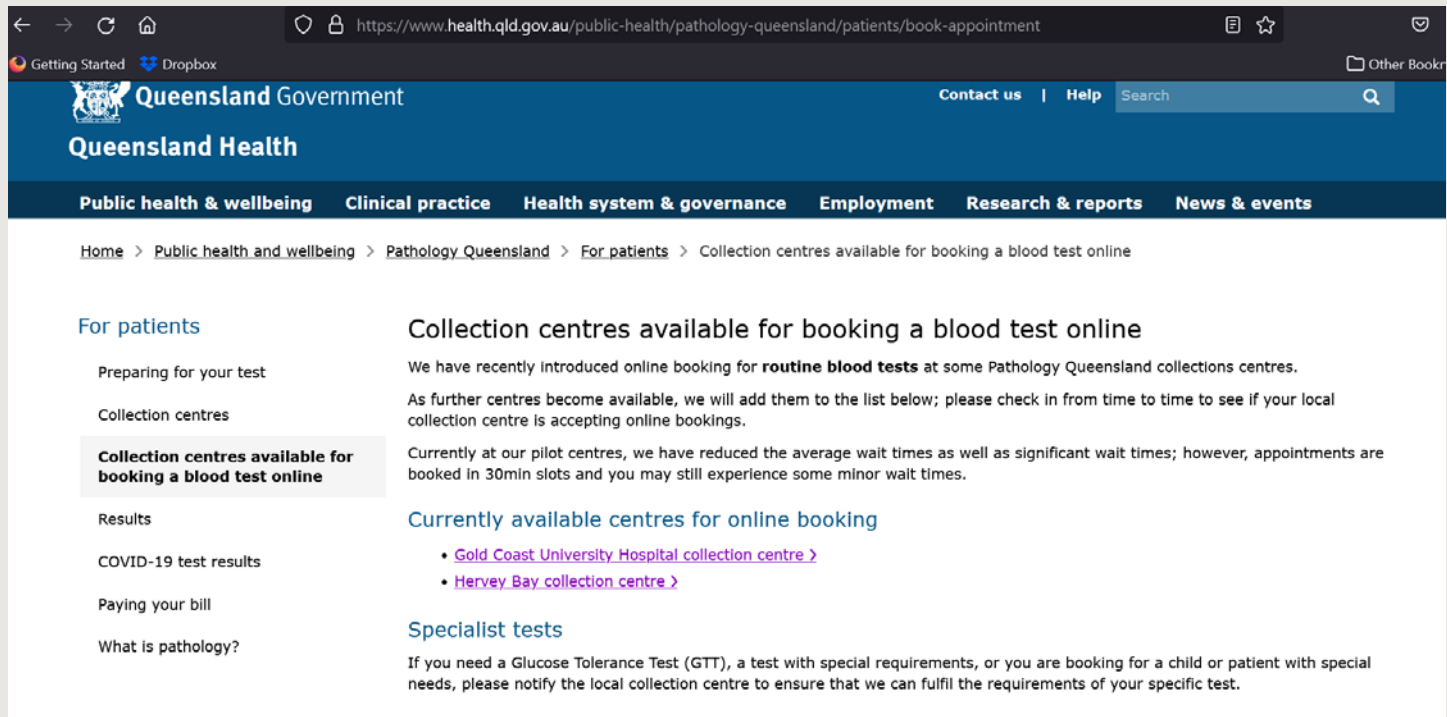
Potential Solution... With difficulties

- Book appointments?
- Many other services, including public health services use booked appointments to match demand with staffing levels.
- However, we don't want to introduce something that will take significant amount of admin time for staff, otherwise we will lose productivity capacity.
- Needs to be simple for patients AND staff.
- Needs to meet stringent Queensland Health cybersecurity requirements.
- Needs to be cost effective.

Thanks Covid!

- Phone call to THETA, a NZ company behind the EVA checkin app that was used early on in the pandemic.
- Already been through Queensland Health Cybersecurity protocols. Previously demonstrated willingness to negotiate on enterprise pricing.
- Can talk directly to the company's product developers.
- No hospital booking platform... but a Carpark booking portal?

So we gave it a go!



The screenshot shows a web browser window displaying the Queensland Health website. The URL is <https://www.health.qld.gov.au/public-health/pathology-queensland/patients/book-appointment>. The page features the Queensland Government logo and the Queensland Health header. A navigation menu includes: Public health & wellbeing, Clinical practice, Health system & governance, Employment, Research & reports, and News & events. The breadcrumb trail is: Home > Public health and wellbeing > Pathology Queensland > For patients > Collection centres available for booking a blood test online.

For patients

- Preparing for your test
- Collection centres
- Collection centres available for booking a blood test online**
- Results
- COVID-19 test results
- Paying your bill
- What is pathology?

Collection centres available for booking a blood test online

We have recently introduced online booking for **routine blood tests** at some Pathology Queensland collections centres.

As further centres become available, we will add them to the list below; please check in from time to time to see if your local collection centre is accepting online bookings.

Currently at our pilot centres, we have reduced the average wait times as well as significant wait times; however, appointments are booked in 30min slots and you may still experience some minor wait times.

Currently available centres for online booking


- [Gold Coast University Hospital collection centre >](#)
- [Hervey Bay collection centre >](#)

Specialist tests

If you need a Glucose Tolerance Test (GTT), a test with special requirements, or you are booking for a child or patient with special needs, please notify the local collection centre to ensure that we can fulfill the requirements of your specific test.

← → ↻ 🏠 <https://www.health.qld.gov.au/public-health/pathology-queensland/patients/collection-centres/a-z/hervey-bay> ☆ 📁 Other Bookmarks

Getting Started 📁 Dropbox

 **Queensland Government** [Contact us](#) | [Help](#)

Queensland Health

[Public health & wellbeing](#) [Clinical practice](#) [Health system & governance](#) [Employment](#) [Research & reports](#) [News & events](#)

[Home](#) > [Public health and wellbeing](#) > [Pathology Queensland](#) > [For patients](#) > [Collection centres](#) > [A-Z collection centres](#)
> [Hervey Bay Hospital pathology collection centre](#)

A-Z collection centres

- Atherton
- Bundaberg
- Burke Street
- Caboolture
- Cairns
- Charleville
- Dalby

Hervey Bay Hospital pathology collection centre

Waiting for Pathology Queensland COVID-19 test results?
Please call Pathology Queensland on [1800 472 847](tel:1800472847).
[See more information about COVID-19 test results >](#)

Opening hours: Monday–Friday 8am–4pm, closed weekends and public holidays

Location: [Hervey Bay Hospital, 141-169 Urraweel Road, Pialba](#)

Phone: (07) 4325 6950

Book a blood test: Booking appointments for blood tests aims to reduce waiting times. Appointments for blood tests are booked in 30min slots. [Book an appointment >](#)



Make a booking at Pathology Queensland Hervey Bay

Enter details



Personal information collected by the Department of Health is handled in accordance with the Information Privacy Act 2009. The personal information provided by you will be securely stored and only accessible by appropriately authorised officers of the Department of Health and Hospital and Health Services. Personal information held within this system will only be used for the purposes of booking an outpatient pathology appointment or contacting you regarding this booking and will not be disclosed to other third parties, unless the disclosure is authorised or required by or under law. For information about how the Department of Health protects your personal information, or to learn about your right to access your own personal information, please see our website at www.health.qld.gov.au.

Thanks for taking the time to book a blood test with Pathology Queensland Hervey Bay. By booking appointments we aim to reduce wait times for patients. Please ensure you have a valid request form written by a medical officer and that you bring it with you to your appointment.

Appointments are booked in 30min slots. Please note you may still experience a small wait during this time slot but we will endeavour to get you through as quickly as possible.

If you are booking a Glucose Tolerance Test, fasting/special test or are booking for an U12, please call the lab on 43 256 957 to confirm.

Thanks, we look forward to seeing you.

First name

Last name

Mobile phone number

Email

Next

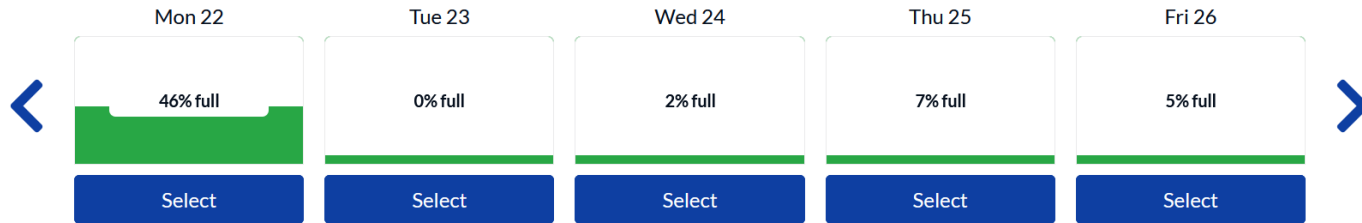
This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

Select the date(s) you want to book

Select the day and then choose a time to book - Please note that appointments are booked in 30min slots and you may still experience a small wait.

If you are booking a Glucose Tolerance Test, fasting/special test or are booking for an U12, please call the lab on 43 256 957 to confirm.

22nd - 26th August 2022



Back

Next

Date

Arrival time

Remove

24th August 2022

8:30 AM



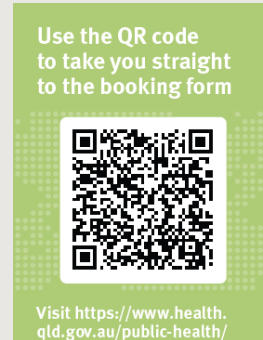
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This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Patient Experience

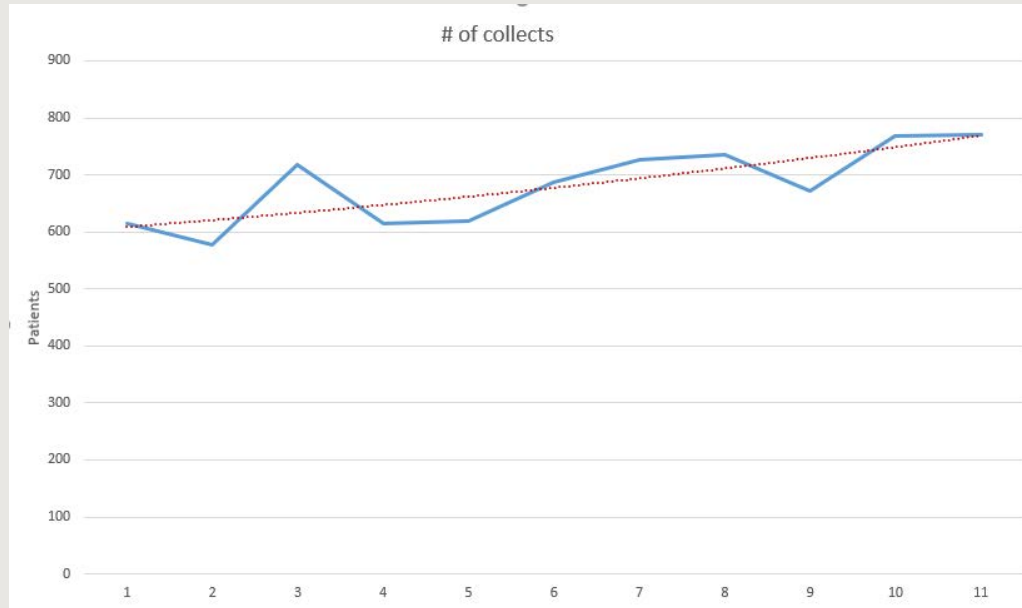
- Follow a QR code link, either via a booking card or Poster OR find the link online.
- Fill in your details.
- Choose your day.
- Choose your time.
- Confirm your selections and details.
- Receive a confirmation email with link to cancel or change time.
- Turn up.
- Have blood test without waiting!



<input type="checkbox"/>	<input checked="" type="radio"/>	22/08/2022 11:00-11:30 11:00 am	11:00-11:30	Thomas [REDACTED]	*****g*****	*****	Booked
<input type="checkbox"/>	<input checked="" type="radio"/>	22/08/2022 10:30-11:00 10:30 am	10:30-11:00	Christine [REDACTED]	*****g*****	*****	Booked
<input type="checkbox"/>	<input checked="" type="radio"/>	22/08/2022 10:00-10:30 10:00 am	10:00-10:30	John [REDACTED]	*****g*****	*****	Booked
<input type="checkbox"/>	<input checked="" type="radio"/>	22/08/2022 9:30 am	09:30-10:00	Lorna [REDACTED]	*****g*****	*****	Booked
<input type="checkbox"/>	<input checked="" type="radio"/>	22/08/2022 9:00 am	09:00-09:30	David [REDACTED]	*****g*****	*****	Booked
<input type="checkbox"/>	<input checked="" type="radio"/>	22/08/2022 8:30 am	08:30-09:00	John [REDACTED]	*****g*****	*****	Booked

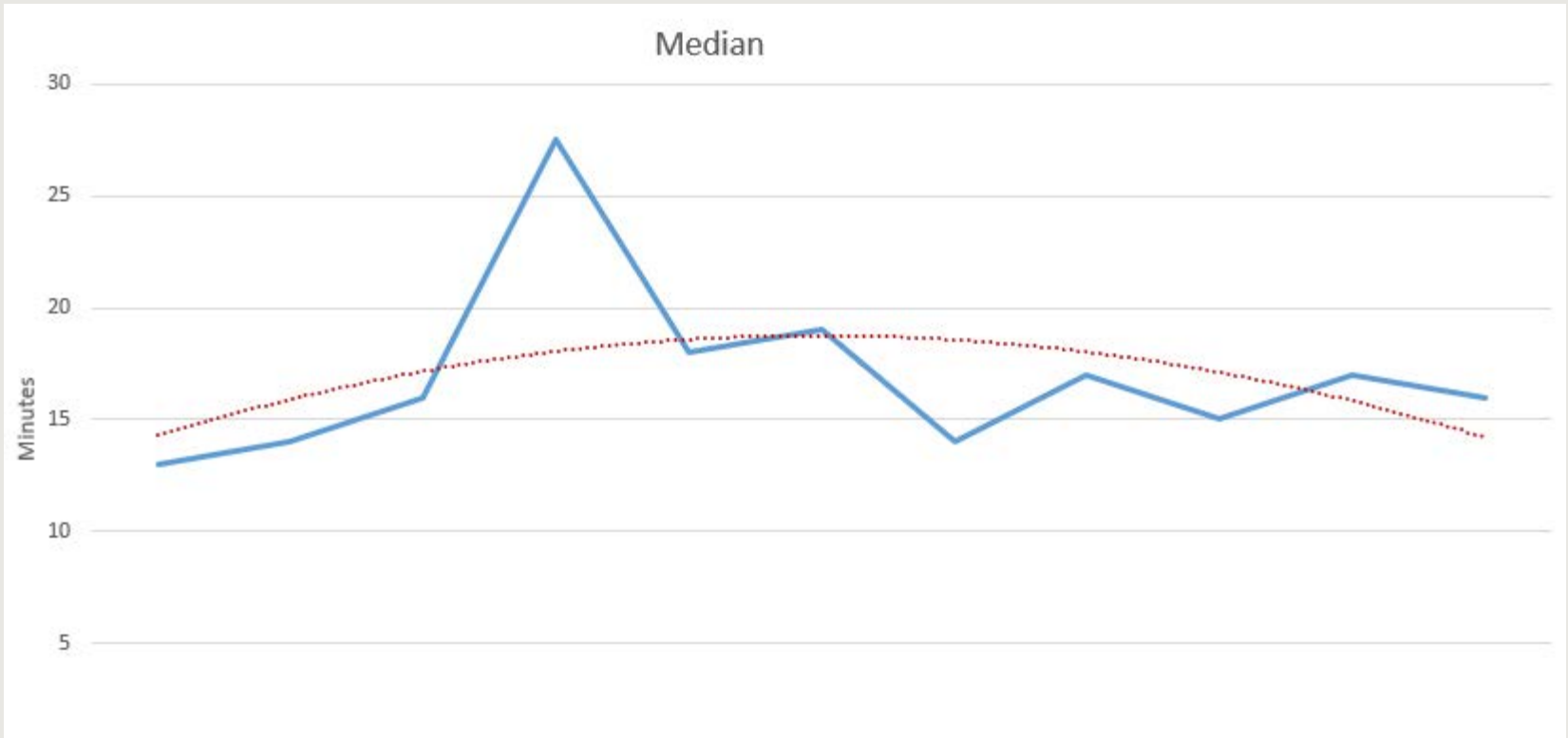
Does it work?

- After a few months we started to see a reversal in the trend of patient waiting times across a number of key measurements.

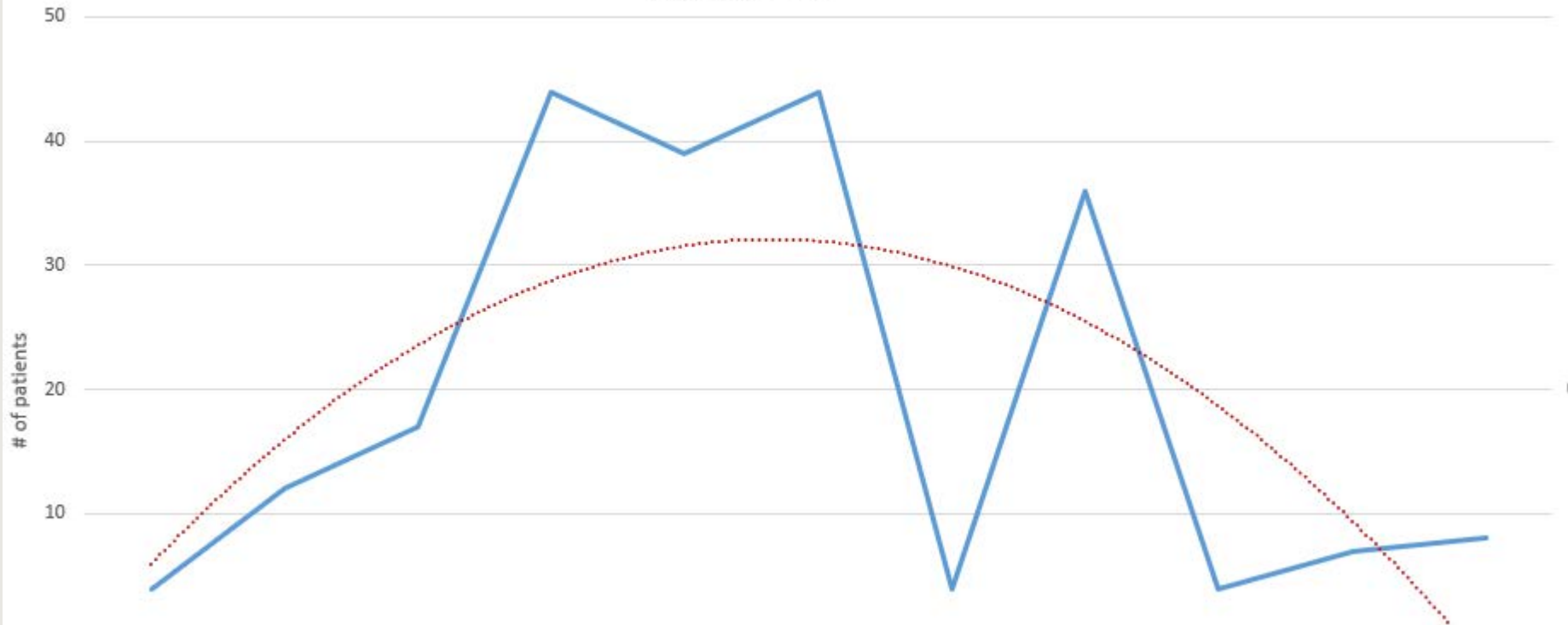


Mean





Wait >60mins







Challenges

- Getting the word out there!
- Changing patient behaviour.
- Encouraging referring clinicians to spread the word on our behalf.
- Getting staff to embrace and be promoters.

Next Step

- Continue to promote promote promote.
- Posters around the hospital.
- HHS Facebook posts.
- Staff promoting to patients.
- Combo Book in/Check-in process?
 - Mount tablet on wall
 - Get all patients to check-in to the next available appointment on arrival.
 - Sets expectation for expected wait time and allows patients to re-book at a more convenient time if they do not want to wait.
 - Encourage people to book at home, in advance next time!