PACO helps with Acute Triage and Patient Booking
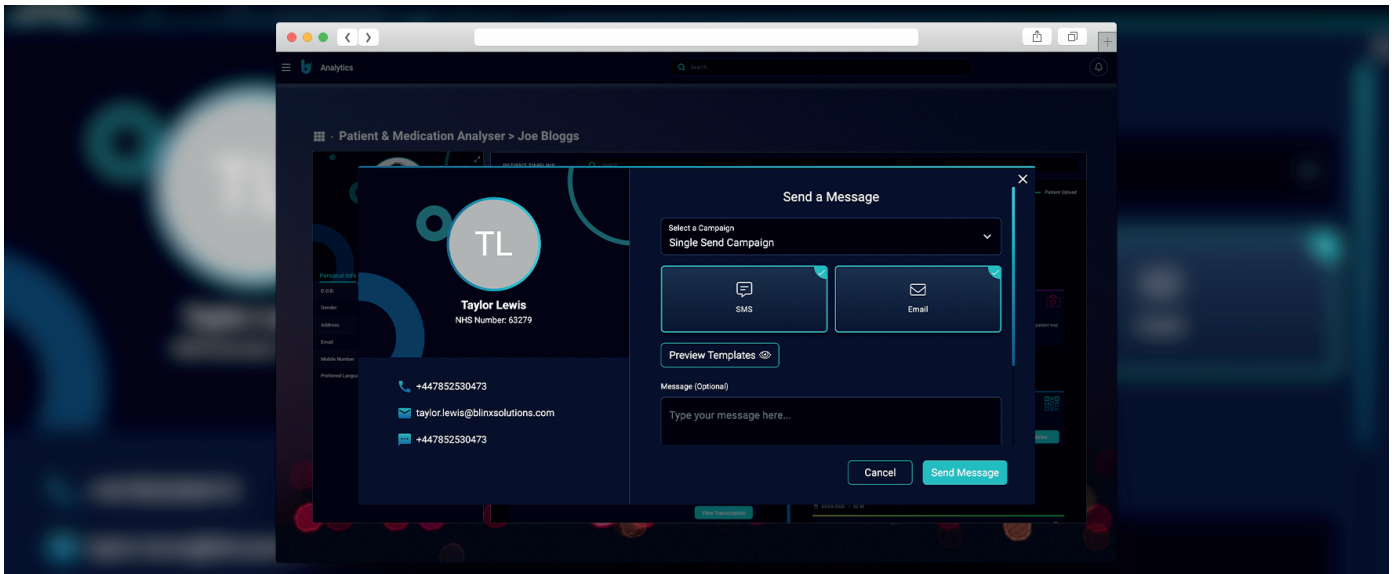
blinx
healthcare

What Good Looks Like: Safe Practice

Fuller Stocktake Report Impact: Safe and effective triage of patients

Client:

ELLWOOD GREEN
MEDICAL CENTRE

THE CHALLENGE

Many products aim to support practices in this but lack of integration with clinical systems and piece-meal approach to development often leads to an INCREASE in practice workloads. Many clinicians remain unconvinced by the "triage tools" currently available.

HOW PACO CAN HELP

PACO's Comms Hub and patient scheduler are designed and configured to ensure control of those precious appointment slots remains fully with the practice or PCN. This has been a significant blocker to the uptake of digital booking. By cleverly linking individual communication campaigns with specific slot types, named clinicians and date ranges, practices can be assured the patient will end up ONLY in an appropriate slot for them and their presentation.

PACO offers a quick send capability that enables practices to safely triage a patient who presents with a clinical need into an appropriate slot, providing patients with a unique link to a booking tool in less than 60 seconds.

The actual clinical triage remains entirely within the expert hands of the clinician, PACO just supports the allocation of patients to the appropriate resource.

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WHAT WE DID

Use of PACO Quicksend campaigns to allocate patients with a "same day" request to appropriate urgent or routine slots quickly and allow the patient the ability to self-book using Scheduler delivering a choice of times, dates and clinicians.

IMPACT

Case Study:

- **Practice received eConsult at 0915h.**
- **eConsult reviewed by GP 0932h.**
- **Presentation: 2 year old girl with high temperature and wheeze.**
- **Triage decision: Needs to be seen Face to Face this morning.**
- **Quicksend SMS Campaign sent to mum's mobile: 0935h**
- **Appointment booked at 0942h**
- **Patient seen by GP at 1010h.**
- **From eConsult to actual consult in less than an hour**

Mum was delighted: "I sent the eConsult form and within 20 minutes had received a link to see the doctor urgently, I was able to book an appointment within 90 seconds and was at the practice 25 minutes later! This helped to relieve our concerns and historically we would still have been waiting for the phone call back from the practice in the time it took for us to be seen."

Patient Experience:

- Providing timely and convenient care, **patient received care quickly and easily, without waiting** or making multiple phone calls.

Clinical Safety:

- The clinician determined that urgent care was needed based on the eConsult, leading to **timely and necessary care for the patient**.

Clinical Access:

- eConsult and PACO enabled the patient to **book an appointment quickly, improving access to care** for patients facing barriers such as transportation or work schedule.

Operational efficiency (Time/Cost):

- eConsult and PACO **reduced administrative tasks** and allowed clinicians to **focus on providing timely care**, resulting in a **potential time savings of 1 hour and 15 minutes** per clinician session.
- Scaling this approach has resulted in a **reduction in DNAs** compared to traditional methods, leading to **better patient care and practice efficiency.**