

New process for booking appointments 6th FEB 2023

Admin calls patient and patient answers the call. Alternatively, a voicemail is left, and admin attempts to re-contact them later.

Admin to convey information as per the following template message 1 for booking an **initial** appointment

You have an appointment booked on ____ (date)_____, time _____, at _____ to see ____ (clinician)_____.

If you think you can't attend this appointment, please ring us on 4320 5423 to reschedule.

If you fail to attend the appointment, you have up to ____ (date+1month) ____ to ring us and make another appointment.


If we do not hear from you by ____ (date+1month) ____, we will assume you don't wish to continue with our service and you will be removed from our service.

You are welcome to ring after the due date, but you will be placed at the bottom of the wait list again and/or asked to provide a new GP referral.

Letter 1 is then sent out.

At the time of booking patients receive appointment details verbally over the phone, through text message and finally by "Letter 1" delivered by email or Australia post if the patient doesn't have an email address.

Letter 1 Given by Admin to patient while making initial appointment

<p>Central Coast Integrated Pain Service Gosford Hospital PO Box 361 GOSFORD NSW 2251</p>	 <div style="display: inline-block; vertical-align: middle;">Health Central Coast Local Health District</div>
<div style="border: 1px solid black; width: 300px; height: 120px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"><p>Patient Sticker</p></div>	
<p>Your have an appointment booked on ____ (date) ____, time ____, at ____ to see ____ (clinician) ____.</p> <p>CCIPS has a high demand for service and has long waiting lists.</p> <p>If you think you can't attend this appointment, please ring us on 4320 5423 to reschedule.</p> <p>If you fail to attend the appointment, you have up to ____ (date+1month) ____ to ring us and make another appointment.</p> <p>If we do not hear from you by ____ (date+1month) ____, we will assume you don't wish to continue with our service and you will be discharged from our service.</p> <p>You are welcome to ring after the due date but you will be placed at the bottom of the wait list again and/or asked to provide a new GP referral.</p> <p>Thank you.</p> <p>Yours sincerely,</p> <p>Central Coast Integrated Pain Service</p>	
<p><small>Central Coast Local Health District ABN 88 523 389 096 Central Coast Integrated Pain Service PO Box 361 Gosford NSW 2250 Tel 02 4320 5423 Fax 02 4320 2833 Email: CCLHD-IntegratedPainService@health.nsw.gov.au</small></p>	

Appointment reminder by phone call conveying the following templated message 2.

You have a pain clinic appointment next week. Please confirm your appointment by calling 4320 5423 or leaving a voicemail.

Often these messages would go to patient's voicemail, and they would respond back either with a phone call or voicemail. This further reduced administrative burden involved in reconfirming these appointments. An additional automatic text message reminder from the hospital electronic medical records (eMR) outpatient software called Scheduler, is sent out 24 hours prior to the appointment. Thus, all up patient has been informed in five different ways about the appointment. This includes over phone, by text message and by email or post at the time of booking, followed by reconfirmation by admin closer to the appointment (templated message 2) and an automatic text message from the hospital eMR Scheduler software 24 hours prior to the appointment. This is well and truly above board as compared to the mandatory three ways of informing patients about the appointments, but it only involves two contacts with pain unit admin for an initial appointment, with the second contact being to reconfirm the appointment which often ends up being a voicemail as explained above.

For booking a review appointment the following templated message 3 is conveyed by admin over the phone.

You have an appointment booked on ____ (date)_____, time _____, at _____ to see ____ (clinician)____.

If you think you can't attend this appointment, please ring us on 4320 5423 to reschedule.

If you don't fail to attend the appointment, you have up to ____ (date+15 days) ____ to ring us and make another appointment.

If we do not hear from you by ____ (date+15 days) ___, we will assume you don't wish to continue with our service and will be removed from our service.

You are welcome to ring after the due date, but you will be placed at the bottom of the wait list again and/or asked to provide a new GP referral.

The same information is sent as a text message. Appointment reconfirmed using templated message 2 closer to the date. In addition, the patients also receive an automatic text message from the hospital eMR Scheduler software 24 hours prior to the appointment. So, all up patients get informed about the review appointment in four different ways, which is once again above board with the mandatory three ways of informing patients about the appointments. Once again, it only involves only two contacts with pain unit admin and as mentioned previously the second contact being to reconfirm the appointment which often ends up being a voicemail to which the patient responds with a return phone call or voicemail. At the end of the appointment, should the allied health clinician decide to offer a review appointment, they determine the time and date based on their schedule and patient's availability. They could request admin to book it for them. Alternatively, should the allied health clinician decide to book the review appointment themselves, given the relative ease and the certainty of passing the information directly to the patient in their current clinic appointment, it was preferred by allied health.


After finalising the next appointments time and date, it was documented on "Letter 2" which also contains details of fifteen-day grace period should they fail to attend.

This was then given to the patient by allied health in their clinic appointment or emailed or posted out if it was a phone appointment.

These appointment details are documented on eMR by allied health and **pain admin merely enters it on Scheduler, without any need to contact the patient.**

Reconfirmation process is the same as what was used for initial appointment.

Letter 2 Given by pain clinic allied health to patient after consult with follow up appointment details



Health
 Central Coast
 Local Health District

Central Coast Integrated Pain Service
Gosford Hospital
PO Box 361 GOSFORD NSW 2251

Today's date _____

Patient Sticker

Your next appointment will be with

☐ Allied health clinician _____ on date ____/____/____ time ____ : ____
 at Gosford Hospital Outpatients /phone

If you don't fail to attend the appointment, you have up to ____ (date+15 days) ____ to
 ring us on 4320 5423 and make another appointment.

If we do not hear from you by ____ (date+ 15 days) ____, we will assume you don't wish to
 continue with our service and will be discharged from our service.

☐ Allied health clinician _____ on date ____/____/____ time ____ : ____
 at Gosford Hospital Outpatients/phone

If you don't fail to attend the appointment, you have up to ____ (date+15 days) ____ to
 ring us on 4320 5423 and make another appointment.

If we do not hear from you by ____ (date+ 15 days) ____, we will assume you don't wish to
 continue with our service and will be discharged from our service.

You are welcome to ring after the due date, but you will be placed at the bottom of the wait
 list again and/or asked to provide a new GP referral.

Thank you.

Yours sincerely,

Central Coast Integrated Pain Service

Central Coast Local Health District
 ABN 88 523 389 096
Central Coast Integrated Pain Service
 PO Box 361 Gosford NSW 2250
 Tel 02 4320 5423 Fax 02 4320 2933
 Email: CCLHD-IntegratedPainService@health.nsw.gov.au

The 30th day of the 30 days NO SHOW notice and the 15th day of the 15 days NO SHOW notice are entered on patient spreadsheets maintained on shared drives provided on hospital network.

Should they fail to contact the pain unit by then and are not deemed to be vulnerable, then they are discharged from pain unit and the referring GP is informed in writing. Vulnerable patients will be automatically offered rescheduled appointments by pain unit admin. NO SHOW by patient with one pain unit clinician will ONLY place them at the bottom of the WAIT LIST for that clinician should they wish to rebook. This will not impact on their place in other wait lists in the pain unit.

ISSN: 2574-1241

DOI: [10.26717/BJSTR.2025.63.009956](https://doi.org/10.26717/BJSTR.2025.63.009956)

Vidya Shirumalla. Biomed J Sci & Tech Res



This work is licensed under Creative Commons Attribution 4.0 License

Submission Link: <https://biomedres.us/submit-manuscript.php>



Assets of Publishing with us

- Global archiving of articles
- Immediate, unrestricted online access
- Rigorous Peer Review Process
- Authors Retain Copyrights
- Unique DOI for all articles

<https://biomedres.us/>