 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p> <p>B.S. Aquino Drive Bacolod City 6100</p>	DCN: HW – QP - 12
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	SUBJECT: <b>REDUCING WAITING TIME FOR CLIENTS AND PATIENTS</b>

## PURPOSE

To address common problems related to physical capacity, availability of doctors, overcrowding, and long patient waiting time.

To improve hospital performance through report monitoring and controlling.

## LEVEL

All healthcare providers/practitioners and office personnel.

## POLICY

1. Being the service provider, DPOTMH adapted a queuing system as useful measure to reduce excessive waiting time and overcrowding of patient and client.

Queuing Management System aims to:

- 1.1 Entertain waiting customers through multimedia and information display
- 1.2 Cater different ethnic groups with multi-lingual support
- 1.3 Strengthen service performance by decreasing waiting and servicing time
- 1.4 Ensure exceptional customer service by responding to customers effectively and timely.
- 1.5 Reduce staffing costs with an increase in productivity
2. Effective communication between patients and health care providers is vital to achieving access to quality care and ensuring good health outcomes.
3. The Management provides prompt, better service or achieve higher efficiency while preventing long waits and overcrowding through computerized systems - setting priority and service on a first-come, first-served basis to patient and clients.

## DEFINITION


Queue Management System is an easy-to-use ticketing solution to manage customer flows which improves customer satisfaction and staff performance with a comprehensive reporting system.

Queue Area are places in which people in line (first-come, first-served) wait for goods or services.

Cut in line is the act of entering a line or queue at any position other than the end.

## PROCEDURE

1. Arriving patients are served on a first-come, first-served (FCFS) basis.

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2. The guard will issue a queue ticket to an arriving customer and later the assigned staff will call the ticket when service is available, eliminating the need to stand in line while waiting.  
Or a client will be given a priority number, routing or checklist slip.
3. Customers are guided to seat comfortably in a waiting area and be entertained with multimedia, information display or television.
4. It is unacceptable for customer to queue-jump (to push in, skip, or cut in line) while claiming his/her ticket.
5. It is acceptable for waiting persons to leave the queue briefly (to use the bathroom, etc.) and return to their original place.

#### DOCUMENTATION

Queue Ticket/Number  
Routing or Checklist Slip  
Summary logbook of Served Customer

#### REFERENCES

O'Keefe RM. Investigating outpatient departments: implementable policies and qualitative approaches. J Oper Res Soc 1985;36:705-

Franz LS, Miller JL. Scheduling medical residents to rotations: solving the large-scale multiperiod staff assignment problem. Res 1993;41:269-79.

SMARTQUEUE Management System

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