

## · 医院管理 ·

The Present Situation and Suggestions of The Domestic Appointment  
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**ABSTRACT:** With the constantly reform of national health care, Ministry of Health launched the new policy-appointment registration, aiming to solve crowding out-patient registration and problems in most of the comprehensive hospitals. The appointment registration has eased the crowding situation in the outpatient department and improved the efficiency of diagnosis and treatment, which provides convenience to the patients. Meanwhile it also has some disadvantages in actual promotion, and it was necessary to take some measures, such as promoting real-name registration and building unified platform of appointment registration, strengthening the construction of credit, improving the hospital management innovation, trying out the appointment referral in community. This paper takes all of the above measures to realize the "humanistic, elaborate, informational, social" appointment registration.

**Key words:** The new medical reform; Appointed registration; Nosocomial management

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## Introduction

Outpatient is hospital's windows and an important part of hospital's work<sup>[7]</sup>. "Three long and one short" and "the difficulty of getting medical treatment" plagued hospitals and patients in the long period. We should promote the service of appointment clinic actively to carry out "Miyoshi one satisfactory" and "creating people's satisfying Medical institutions" deeply, improving the hospital's medical standards effectively and doing better in "Taking patients as the center". Appointment registration is an important part of the medical service system of appointment.

## 1 The development and situation of domestic mode of appointment registration

### 1.1 Appointment registration

Appointment registration refers to patients selecting the hospital, subjects, specialists, time through on-site appointment, referral appointment, telephone or network reservation with respect to real-time outpatient registration. This form can alleviate the difficulty of patient's registration effectively and schedule the clinical time for the patient reasonably, and provide reliable basis for hospital to organize clinic doctors' consultation<sup>[1]</sup>.

### 1.2 The mode of appointment registration

With the development of all areas of the society, domestic mode of appointment registration is a social need of service, which has the following modes mainly.

**1.2.1 Three ways to make an appointment** Real-time out-patient appointment is an earlier model of registration, including three ways make an appointment through the registration window or in the nurses' station waiting areas in sorting service center<sup>[11]</sup>.

### 1.2.2 Definition of appointment registration made by telephone

Appointment registration made by telephone contains systematic registration automatically (or) and manual registration. Automatic registration is defined as patients register in the hospital through the dedicated telephone booking system, in accordance with the telephone tips. Manual registration is that patient register in the hospital with the help of service staff after dialing appointment phone<sup>[8]</sup>.

**1.2.3 Definition of network appointment registration** The network appointment registration is a new Internet-based system of registration, which is the most important appointment form currently<sup>[13]</sup>. People can place appointment registration via registration pages established by hospitals.

**1.2.4 New mode of appointment registration** New mode of appointment registration is arising constantly, such as, mode of Intensive registration, making appointment registration by text mode, making registration by digital TV<sup>[13]</sup>.

### 1.3 The implemented advantage of service of appointment registration

Model of appointment registration service can shunt patients at the Rush Time reasonably and improve efficiency of outpatient service<sup>[2]</sup>, saving time of both sides of the doctors and patients<sup>[1]</sup>. This mode prevents patients from making hospital registration intensively, which avoid crossed infection<sup>[3]</sup>. Outpatient appointment can create a good medical atmosphere for patients to make the patient maintain good mood and reduce their anxiety, and it aims at helping patient to recover. We take all of the above measures to embody principle of service, that is "taking patients as the center"<sup>[4]</sup>. Appointment registration can improve the exploitative efficiency.

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cy of medical resources, not only improve the hospital's economic and social benefits, but also enhance the competitiveness of the hospital.

#### 1.4 The current problems in booking treatment services

**1.4.1 Community's poor awareness of appointment registration service** Community do not have high level of awareness of appointment registration service, influenced by traditional habit of medical treatment, it leads to that many hospitals and patient do not understand the information about appointment registration.

**1.4.2 Hospitals have difficulties to promote appointment registration** Being influenced by human, material, finance and the technology, in addition to poor awareness of the importance of appointment registration service, hospitals are afraid of difficulties of promoting appointment registration. They also do not want to carry out appointment registration service and have poor enthusiasm.

**1.4.3 Small coverage of appointment registration** The appointment registration service is relatively scattered now. Many hospitals build their own platform of service of appointment clinic and have some such intensive platform, but the coverage is relatively small. So it is need to further enhance the influence<sup>[21]</sup>.

**1.4.4 The shortage of credit** Lack of social credit system and severe phenomenon that break a promise and being late reduce effect of service of appointment registration greatly<sup>[5]</sup>.

**1.4.5 It is hard to cope with the relationship between two kinds of patients** Many hospitals do not deal with the relationship between real-time registered patients and booking patients<sup>[20]</sup>. If they can not deal with how to line about above two kinds of patients, it might lead to certain disputes.

Aiming at finding applications and defects of domestic mode of appointment registration service and suitable service model for China's situation, combined with outpatient management philosophy "take the patient as the center" is a key to the outpatient management of hospitals, which is one of the most important innovation of hospital model of outpatient service.

## 2 The Improvement and innovation of mode of appointment registration service

Carrying out outpatient appointment registration is not only a simple model, but also guides patients to have medical treatment reasonably and orderly. This is also an innovation of mode and culture of medical treatment. We must allocate resources reasonably and change medical procedures and standardize medical order to facilitate the people to have medical treatment. Also it was need to integrate information platform of out-patient appointment registration and plan the work of outpatient appointment registration reasonably.

### 2.1 Promote service mode of real name registration.

Registration is necessary link for patients to have medical treatment. Correct, easy, quick registration process is a premise to have medical service. So carrying out real-name booking registration is very important to improve the quality of outpatient service.

Real-name booking registration contains two meanings: the first one is the appointment, patients should have appointment with the hospital before to see a doctor on schedule and complete the registration; The second one is the real-name registration that requires the patients to show real name and effective identification number to complete appointment registration. The doctors check patients' identity according to the number and name when patients see a doctor.

Strengthen publicity of real-name appointment registration, so that patients will understand the way and superiority of appointment registration<sup>[8]</sup>. We can propagandize this mode by advertising and man in the registered office and registration lobby; Physicians and triage nurses can also be initiative to tell the patient about the appointment registration and referral appointment, collaborate with the mobile and telecom companies to advertise it to publicity and promote gradually.

### 2.2 Strengthen credit management of hospitals and patients

It is common for patients and doctors to miss appointments and be late in real-name appointments registration. According to reports, the rate of missing appointments by hospital patients reaches to more than 10% currently, even up to 50%<sup>[5]</sup>. Doctors are busy with research, teaching, medical treatment and other meetings, so as to miss appointments with patients in many hospitals. Real-name appointment registration not only inspects the honest service of doctors, but also develops a habit of honest booking of patients<sup>[6]</sup>. Hospitals that carry out appointment registration should make a plan to arrange working hours of doctors, aiming to notice patients with an appointment in advance if the time has changed to avoid medical disputes due to changes in doctors' working arrangements.

The hospital's appointment service may be adjusted according to the needs of patients dynamically, which asks the patients to pay close attention to the information and requires hospitals to update the information in time. System of booking medical service must have a sound process of hospital transfer courses to protect the benefit of patients and reduce medical disputes.

Simple coordination can not avoid the phenomenon missing appointment between doctors and patients completely. So it is important to establish the necessary punishment mechanism after improving the coordination mechanism. On this basis, we can punish doctors or patients who miss appointments frequently referring to the system of bank credit. We can punish doctors who miss the appointment without a reason according to the hospital rules and regulations. It was necessary to create a certain "reserve blacklist" for the patients' malicious missing appointment, who can not participate in appointment register within a certain time.

### 2.3 Build a unified service platform of appointment registration

Service of appointment registration is the primary part of the system of medical appointment, which needs other auxiliary sys-

tems as support. Therefore, we should not only improve the way of appointment register, but also establish a comprehensive platform of appointment treatment services.

With the development of information technology, there is public service platform of appointment, which is intensive registration mode in recent years. Many hospitals are already to use system of intensive appointment registration to provide service of appointment registration to the public in many regions at present. As a service system which contains platform of technical network and service of human calls, this system sets up the hospital system of appointment registration managed by their own quickly and provides service to the public with increasing input of manpower and hardware .

It provides a technical basis for unified system of appointment registration monitored effectively by the government or industry organizations in a region or interregional areas, which utilizes organic integration of social resources of information and the medical services. Many hospitals bring in system of appointment of this platform successfully based on the appointment of manual telephone. The promotion of this mode can avoid inefficient and repeated investment of a single hospital so as to save a lot of investment for the hospital and country and reduce the cost of hospital management to carry out the service at the same time.

#### 2.4 Good preparation for appointment registration

First, hospital should provide as many numbers of reservations as possible. Hospital should further expand the supply and provide as many appointments as possible to ease contradictions of shortage. Patients who have appointment registration have priority to arrange treatment in principle. Large hospitals need clinic appointment registration generally, in which such medical resources is in short supply, especially high-quality resources or health care by the specialist. The relative lack of high-quality medical resources results in universal fever of "a number of experts" in appointment registration. Hospitals should increase the proportion of outpatient appointment registration gradually and make standards of services to guide patients to have treatment by appointment registration, increasing the ratio of appointment registration of registered accounts especially the clinic number of specialist gradually

State issues the new policy of appointment, meanwhile the government need to build regulatory and specific programs supported by model of appointment gradually. The government issue policies to encourage health administrative departments to organize the medical institutions to carry out service of appointment registration on the same platform, giving specific guidance on organization and leadership and forms of technology, including implement of funding . We should further refine the relevant supporting policies in order to do a good job about appointment registration, and it is not a mere formality Government does not allow hospitals to raise medical fees and increase programs charging fees, but the provisions vary from province to province. Some

provinces charge fees for appointment registration, while some are free for appointment registration, so details in policy is required.

Because the promotion of mode of appointment registration is not only a hospital measure, but also health care issues related to the entire community, it is necessary not only to integrate the hospital situation, but also to consider regional population and economy about the hospital. We should gradually extend and improve the mode in order to avoid waste of resources and obtain the overall effect of outpatient booking system. Mode of appointment registration can have a try in some hospitals first, and then be extended gradually.

#### 2.5 Combination of Improving appointment registration of superior hospital and medical sorting of community

Appointment registration service is one of important measures in national health care system. Compared to foreign medical appointments registration is built on the basis of clinics in community, we do not have this part in our country's community. People are over-reliable on big hospitals and experts, resulting in the situation that it is very hard to obtain "expert numbers".

We believe that the mode of appointment registration should be launched in the major hospitals and community health centers gradually, shunting patients reasonably and effectively. Then the final result is that the patients get treatment in community clinic firstly, and then have referrals to comprehensive hospitals gradually after level of treatment in the community is rising constantly.

With the continuous improvement of referral system and quality of health care and service levels in community, we will change the situation to community-based outpatient care and appointment of specialist in community. We also encourage physicians to service to clinics located in community. Community Hospital is only responsible for out-patient clinic and simple treatment. Physicians need to make an appointment for tests and treatment in comprehensive hospital and specialized hospital for patents. On the one hand, it can promote health care in community and improve the crowded situation in large hospital completely. It is also convenient for patients to get treatment, in order to avoid waste of medical resources effectively and optimize process of medical treatment reasonably, contributing to further improvement of system of health care.

Mode of appointment registration service is not only an important element of services of appointment treatment and an inevitable trend of development of the hospital but also an important part of reform of health care. Improvement of service of appointment registration can provide more convenient and better medical service so that the majority of patients can enjoy the benefit from outcomes of hospital reform and development. What we should do next should focus on calculating the time of appointment registration accurately and friendly mode of service, covering wider range of area, combining with standardized management. We take the above measures to make the patients to enjoy the convenience of

service of booking treatment. Expanding the scope of appointment and completing paying system of reservation can improve to improve humanity and precision of booking service and increase efficiency of appointment registration. Expand the appointment registration from the outpatient reservation to the ward. Appointment registration can be transferred from the appointment of first clinic to the appointment of referral. In the end, the reservation chain of "out-patient appointment - room booking - referral appointment" takes shape.

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## 国内医院预约挂号的现状和建议\*

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**摘要** 随着国家医疗改革的不断深入,卫生部针对国内大部分综合性医院门诊挂号拥挤的现象和因此导致的众多问题,推出了预约挂号的新政。预约挂号实行以来减轻了门诊拥挤,提高了诊疗效率,方便了患者就诊,但在实际推广仍有不足,因此需要推广实名制挂号、构建统一预约挂号平台、加强信用建设、完善医院管理创新、试行社区预约转诊等,实现预约挂号的“人性化、精细化、信息化、社会化”。

**关键词** 新医改;预约挂号;医院管理

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