



Joan Kirner Women's and Children's Quick Reference Guide

What's changing in Women's Clinics?

One of the biggest changes moving into JKWC for speciality clinics is the move to a centralised reception desk and administration team for all Maternity and Gynaecology clinics. The AMUM and Clinic Co-ordinator responsible for managing the clinic will be located in 'The Hub' at the rear of clinic A.

For the Clinician:

- On arrival to clinic, the clinician will report to the AMUM/Clinic co-ordinator in 'the Hub' to receive their clinic list, what consulting room they will be working in and the documents required for the session such as Bradmas and outcome slips. This is similar to the current process for clinics held in Pod's. This process will also provide the AMUM/Clinic co-ordinator the opportunity to discuss with the clinician anything that they may need to be aware of such as patients requiring Anti-D.
- Clinic rooms will be setup with required documents in the bottom draw in a portable file box. These documents will be replenished regularly by the Administration Team.
- On your first day in clinic the AMUM's, clinic co-ordinators and the Administration team will assist you in setting up your Enlighten account. Ongoing support will also be provided.
- At the beginning of each clinic you need to ensure your room is set up correctly in Enlighten to enable calling the women to the right room. The AMUM or the administration team can assist you with this if you are unsure.
- Paper based referrals will continue for areas such as Endocrinology, Obs Med, ID, MFM and Diamond Clinic. Trays for these paper based referrals will be located in 'the Hub'.
- At the end of the consultation, all patients are to receive an outcome slip for all required follow up appointments. This includes patients being discharged, referred for a procedure, referrals for immunisation and ultrasound bookings. Please ask all women to present back to the main reception with their outcome slip.
- Once the consultation is complete, please remember to end the journey in enlighten otherwise you will not be able to call your next patient.
- At the end of your clinic, please give your DNA list to the AMUM / Clinic Co-ordinator.
- Doctors to ensure pathways are signed off at the conclusion of clinics.
- Consultant lead triage referrals will be collected by the AMUM's and Clinic co-ordinator and stored in the workroom specific for their specialty awaiting triage.
- Pathology specimens will be sent to the pathology lab via the pneumatic tube (PTS)
- Anti D will be administered in antenatal clinic (Please see QRG - Requesting, prescribing and administration of prophylactic Anti-D in Women's clinics) and will be received into clinic via the PTS.
- Urinalysis machines will be available in Clinic A.
- Specific weight bays can be found at the rear of Clinic A and include a Stadiometer.
- Team Leader will be located in room 1.14
- The clinic fax machine is located in the AMUM's workroom
- Each day the lunch time team meetings will be held in the Antenatal education room.

NB. Immunisations will now be booked by the Administration team at main reception via an outcome slip. Immunisation will not have their own administration officer in JKWC.

For the Women

- On arrival to specialist clinic, women will be directed to use the self-check Queue Management System (QMS) Enlighten. If a woman has an ultrasound booked as part of their appointment schedule for that day they will be directed to attend Clinic C for the administration staff to check them in.
- Volunteers will be available to assist with Enlighten and way finding.
- Women will be directed to wait in allocated waiting areas.
- Staff at all three reception desks will be able to assist women in booking ultrasounds and follow-up appointments.

