TRAINING GUIDE TO CAPTURE WAITING TIME SURVEYS AND GENERATE REPORTS FOR CLINICS AND CHCs

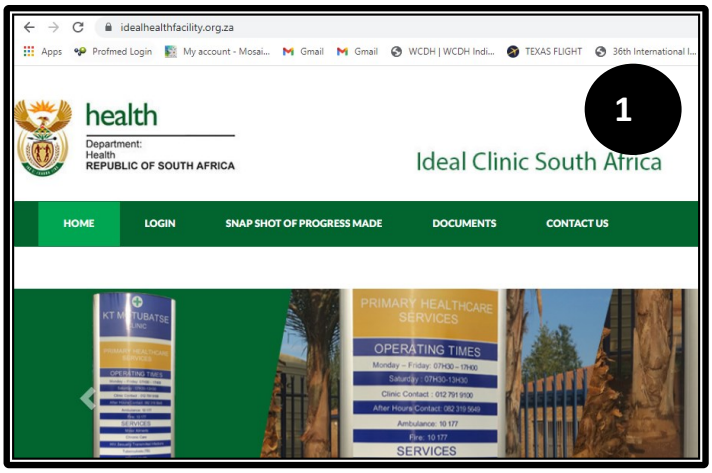
April 2022

health
Department:
Health
REPUBLIC OF SOUTH AFRICA

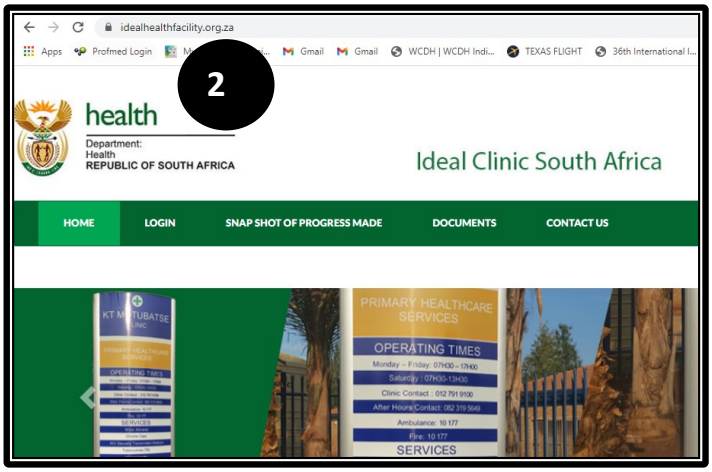
Table of contents

1. Log onto the web-based Ideal Clinic software 2
2. Capture waiting times online 3
3. Retrieve a ‘saved’ Waiting Time Survey 6
4. Generate reports 7

1.Log onto the web-based Ideal Clinic software



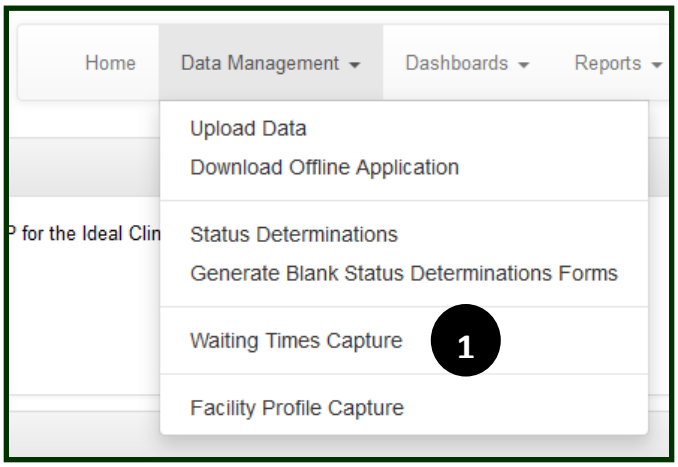
1. Go to the Department of Health's website https://www.health.gov.za, there is a tab named Ideal Clinic. Clinic on it to redirect you to the Ideal Clinic website: https://www.idealhealthfacility.org.za or you can access the site directly.



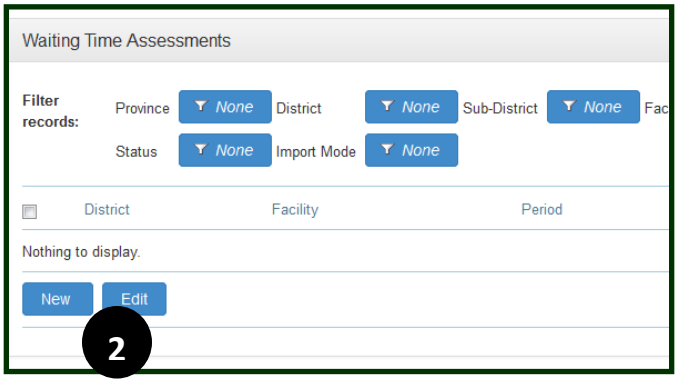
2. Select the 'LOGIN' tab

3. Enter your Username and Password in the text boxes provided and click on the 'Login' button.

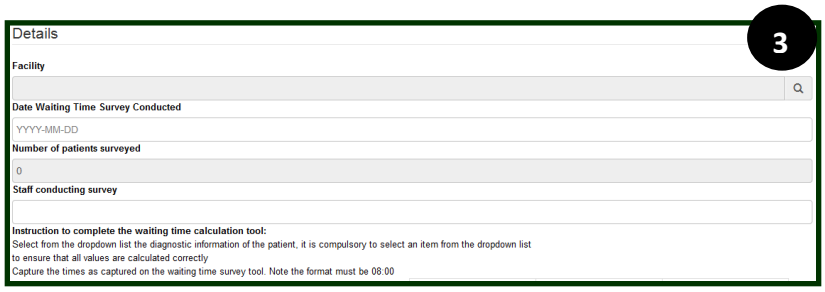
2. Capture waiting times online



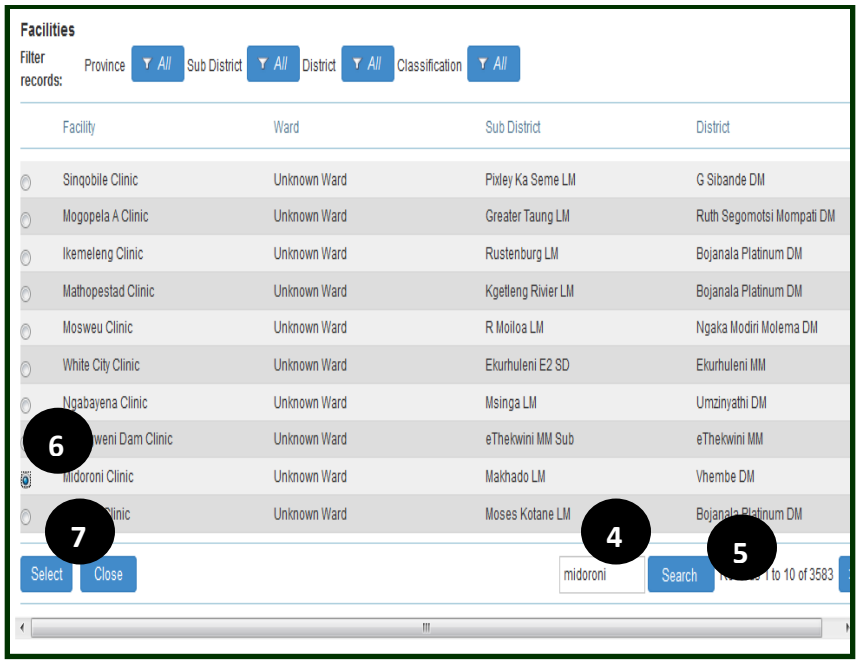
1. Go to the Data Management tab and select 'waiting Times Capture' option.
   A list of facilities that have already captured their waiting times will appear (if any).



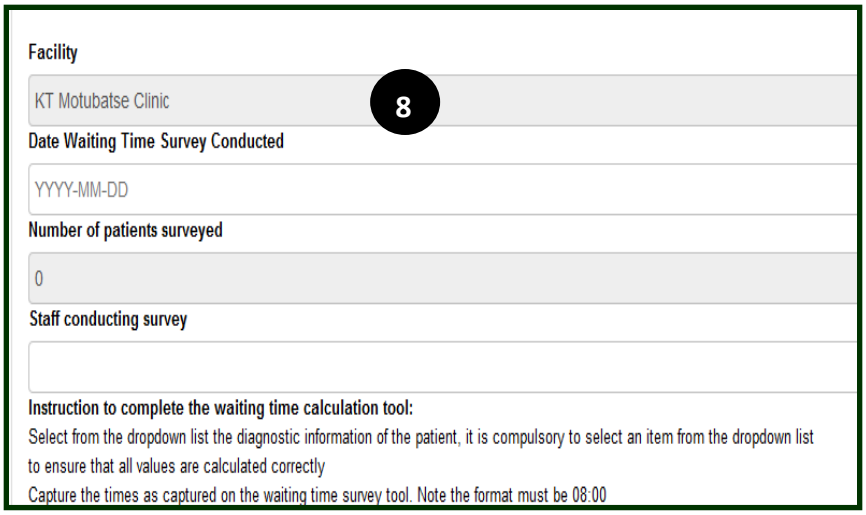
2. Click on the '**New' button** at the left bottom corner of the page to capture a new waiting time survey.



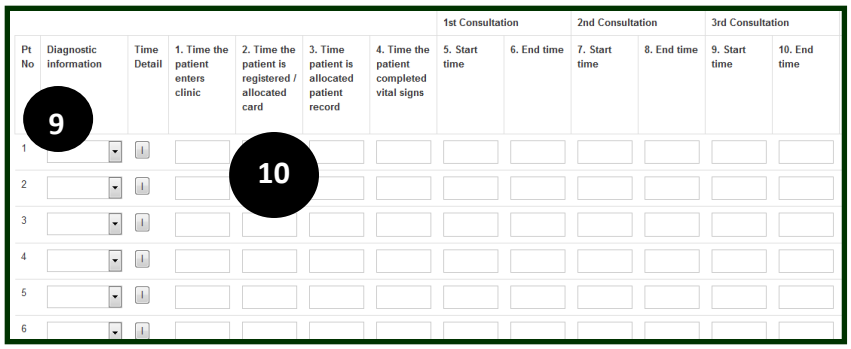
3. Click on the magnifying glass to select the facility name that you want to capture the waiting time survey for.



4. Type in the facility name in the search box for the facility that you want to capture the waiting time survey for.
5. Click on the search button.
6. Select the facility from the list that appears by clicking on the radio button.
7. Click the Select button



8. The name of the facility will be inserted in the field named ‘Facility.



Instruction to complete the waiting time calculation tool:

9. Select from the dropdown list the diagnostic information of the patient, it is compulsory to select an item from the dropdown list to ensure that all values are calculated correctly

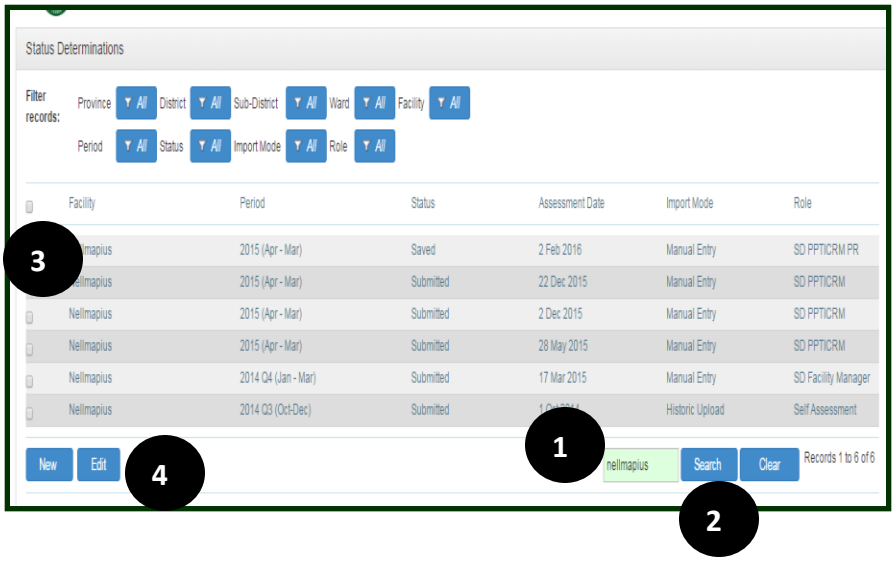
10. Capture the times as captured on the waiting time survey tool. Note the format must be 08:00

Always save regularly by selecting the ‘save’ button to ensure that data is not lost in cases where connectivity is lost.

Once all the fields have been completed, select the ‘submit’ button.

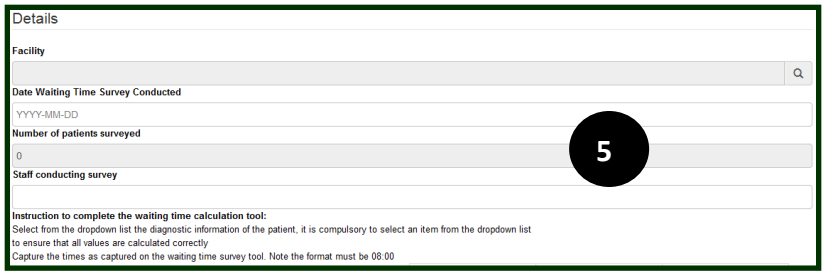
Note: If waiting time survey is conducted over a period of time, example a week, the times must be recorded on a single capture form on the waiting time calculation tool. Save the form and add data every day on the same form. Once all the data for the quarterly survey has been completed, select ‘submit’

3. Retrieve a ‘saved’ Waiting Time Survey



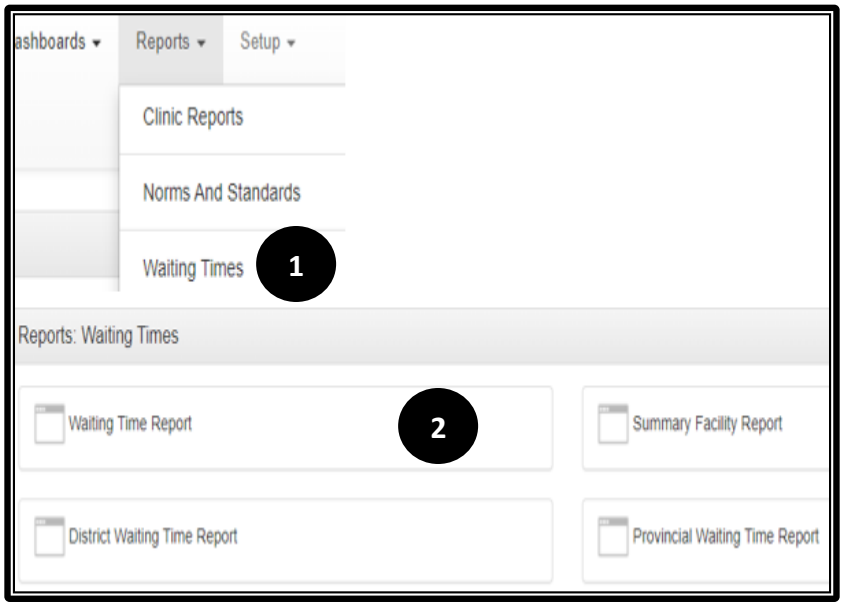
Follow point 1 on page 3

1. Type the facility name that you have saved a waiting time survey for and you want to recall it to complete it and submit it.
2. Select the search button.
3. A list of all the surveys for that facility will come up. Click on the tick box next to the facility’s Facility Profile. Select the one that you want to open.
4. Click the ‘Edit’ button.



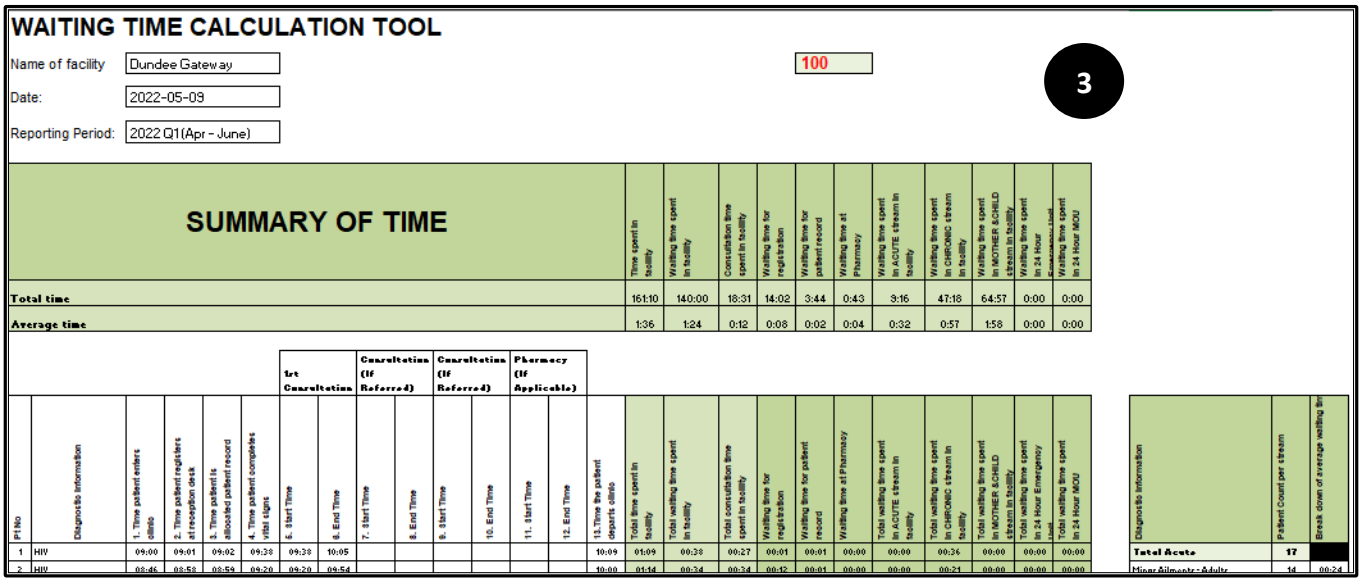
5. The waiting time survey form for that facility will then appear and you can continue to capture the survey. Select the ‘submit’ button once all the fields have been completed.

4. Generate reports



1. Select the 'Waiting Times' reports from the drop-down section at the 'Reports' tab.
2. There are 4 reports available for the data that has been captured under the waiting times surveys
    - **Waiting time Report**
    - **Summary Facility Report**
    - **District Waiting Time Report**
    - **Provincial Waiting Time Report**

3. **The Waiting Time Report** provides a facility level report that sets out in details the surveys captured and the average waiting time per service area.



4. The **Summary Facility Report** provided average waiting time per area per quarter**.**

Name of facility: Dundee Gateway

Financial Year: 2021

SUMMARY OF TIME

4

Average time per month	Time spent in facility	Waiting time spent in facility	Consultation time spent in facility	Waiting time for registration	Waiting time for patient record	Waiting time at Pharmacy	Waiting time spent in ACUTE stream in facility	Waiting time spent in CHRONIC stream in facility	Waiting time spent in MOTHER &CHILD stream in facility	Waiting time spent in 24 Hour Emergency Unit	Waiting time spent in 24 Hour MOU
2021 Q1 (Apr - June)	01:21	01:05	00:17	00:06	00:02	00:05	01:06	00:26	01:34		
2021 Q2 (Jul - Sept)	01:08	00:56	00:11	00:07	00:02	00:02	00:44	00:32	01:03		
2021 Q3 (Oct - Dec)	01:42	01:30	00:12	00:07	00:02	00:02	01:24	01:20	01:30		
2021 Q4 (Jan - Mar)	01:27	01:10	00:16	00:09	00:02	00:01	01:23	00:51	01:00		
Average time for financial year	01:24	01:10	00:14	00:07	00:02	00:03	01:07	00:47	01:15		

5. **The District Waiting Time Report** provides waiting times per facility for each quarter.

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DISTRICT AGGREGATED WAITING TIME REPORT

5

Financial Year: 2021

					2021 Q1 (Apr - June)											2021 Q2 (Jul - Se						
Province	District	Sub-District	Facility Name	Type	Time spent in facility	Waiting time spent in facility	Consultation time spent in facility	Waiting time for registration	Waiting time for patient record	Waiting time at Pharmacy	Waiting time spent in ACUTE stream in facility	Waiting time spent in CHRONIC stream in facility	Waiting time spent in MOTHER &CHILD stream in facility	Waiting time spent in 24 Hour Emergency Unit	Waiting time spent in 24 Hour MOU	Time spent in facility	Waiting time spent in facility	Consultation time spent in facility	Waiting time for registration	Waiting time for patient record	Waiting time at Pharmacy	Waiting time spent in ACUTE
KwaZulu-Natal	Amajuba DM	Dannhauser LM	Dannhauser CHC	Communi	02:21	01:52	00:16	00:24	00:05	00:11	01:20	01:02	02:06			01:33	01:09	00:13	00:18	00:04	00:28	00
KwaZulu-Natal	Amajuba DM	Dannhauser LM	Durnacol Clinic	Clinic	02:13	01:43	00:27	00:38	00:05		00:37	01:00	01:19			01:01	00:36	00:23	00:04	00:04		00
KwaZulu-Natal	Amajuba DM	Dannhauser LM	Emfundweni Clinic	Clinic	01:03	00:45	00:16	00:02	00:03		00:39	00:48	00:37									
KwaZulu-Natal	Amajuba DM	Dannhauser LM	Greenock Clinic	Clinic	00:38	00:22	00:13	00:05	00:02		00:10	00:15	00:17			01:22	01:02	00:14	00:12	00:04		00
KwaZulu-Natal	Amajuba DM	Dannhauser LM	Ladybank Clinic	Clinic	01:22	01:02	00:13	00:07	00:01		00:50	00:32	01:21			02:12	01:41	00:14	00:02	00:01		01
KwaZulu-Natal	Amajuba DM	Dannhauser LM	Naas Farm Clinic	Clinic	02:40	02:20	00:11	00:43	00:12		01:14	01:20	01:34			02:19	01:51	00:14	00:40	00:15		00
KwaZulu-Natal	Amajuba DM	Dannhauser LM	Nellies Farm Clinic	Clinic	02:48	02:22	00:14	00:13	00:06		02:01	01:41	02:30			03:02	02:22	00:25	00:26	00:05		01

6. **The Provincial Waiting Time Report** provides waiting time averages per province/district.

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PROVINCIAL AGGREGATED REPORT

6

Financial Year: 2021

	2021 Q4 (Jan - Mar)											2021 Q2 (Jul -					
Province/district	Time spent in facility	CWaiting time spent in facility	Consultation time spent in facility	Waiting time for registration	Waiting time for patient record	Waiting time at Pharmacy	Waiting time spent in ACUTE stream in facility	Waiting time spent in CHRONIC stream in facility	Waiting time spent in MOTHER & CHILD stream in facility	Waiting time spent in 24 Hour Emergency Unit	Waiting time spent in 24 Hour MOU	Time spent in facility	CWaiting time spent in facility	Consultation time spent in facility	Waiting time for registration	Waiting time for patient record	Waiting time at Pharmacy
South Africa	01:53	01:29	00:15	00:21	00:09	00:08	01:02	00:59	00:58	00:54	00:45	01:49	01:26	00:15	00:21	00:09	00:08
Free State	02:28	01:58	00:11	00:33	00:08	00:13	01:04	01:33	00:57	03:08		02:31	02:02	00:11	00:37	00:11	00:13
Lejweleputswa DM	02:34	01:59	00:12	00:34	00:03	00:07	00:24	01:13	01:43			03:50	03:34	00:08	01:01	00:15	00:03
Xhariep DM	03:50	03:26	00:13	00:37	00:20	00:25	01:49	03:09	01:30	05:40		03:12	02:52	00:10	00:16	00:18	00:28
T Mofutsanyana DM	02:03	01:32	00:11	00:33	00:06	00:07	00:43	00:55	00:50	00:36		02:13	01:40	00:11	00:40	00:08	00:07
Limpopo	01:36	01:12	00:16	00:22	00:07		00:34	00:48	00:47		00:25	01:30	01:07	00:17	00:12	00:13	