



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

April 2022



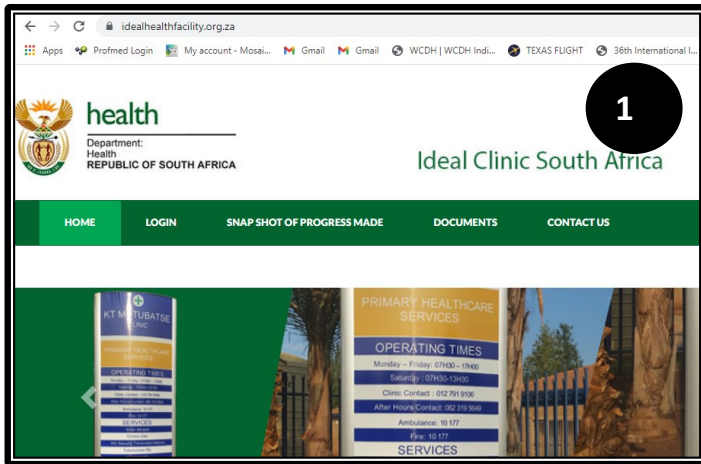
**health**

Department:  
Health  
REPUBLIC OF SOUTH AFRICA

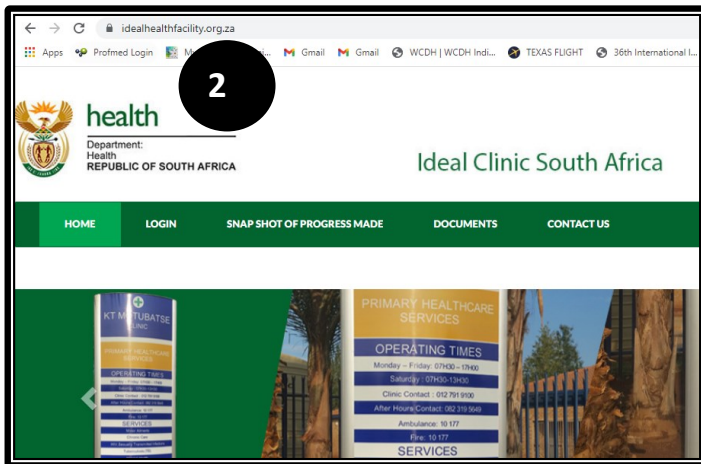
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# 1. Log onto the web-based Ideal Clinic software



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

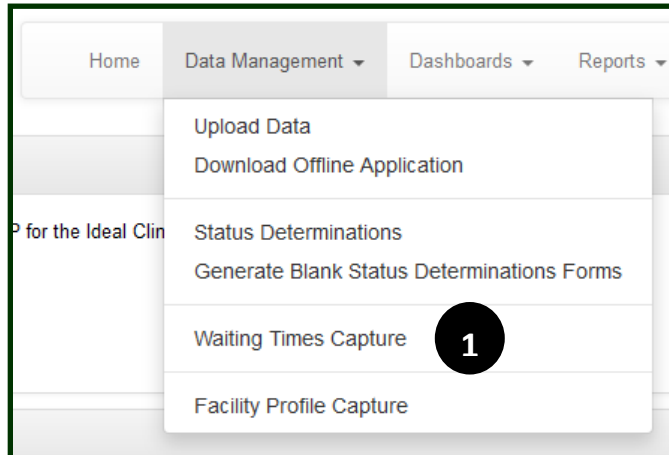


2. Select the 'LOGIN' tab

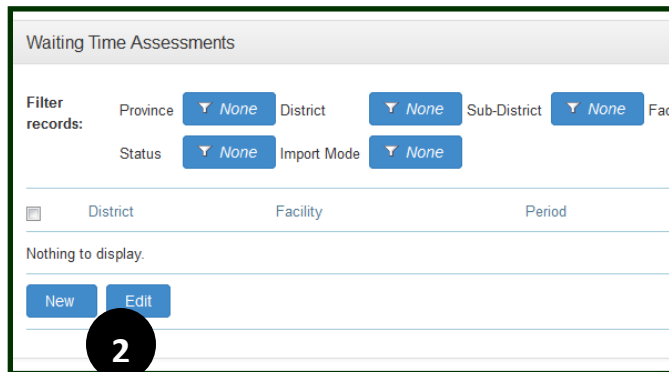


3. Enter your Username and Password in the text boxes provided and click on the 'Login' button.

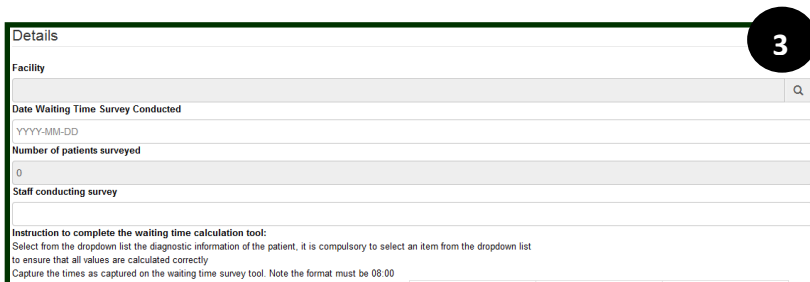
## 2. Capture waiting times online



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.

**Facilities**

Filter records: Province  Sub District  District  Classification

Facility	Ward	Sub District	District
<input type="radio"/> Sinqobile Clinic	Unknown Ward	Pitsoy Ka Seme LM	G Sibande DM
<input type="radio"/> Mogopela A Clinic	Unknown Ward	Greater Taung LM	Ruth Segomotsi Mompoti DM
<input type="radio"/> Ikemeleng Clinic	Unknown Ward	Rustenburg LM	Bojanala Platinum DM
<input type="radio"/> Mathopestad Clinic	Unknown Ward	Kgetleng River LM	Bojanala Platinum DM
<input type="radio"/> Mosweu Clinic	Unknown Ward	R Molloa LM	Ngaka Modiri Molema DM
<input type="radio"/> White City Clinic	Unknown Ward	Ekurhuleni E2 SD	Ekurhuleni MM
<input type="radio"/> Ngabayena Clinic	Unknown Ward	Msinga LM	Umzinyathi DM
<input checked="" type="radio"/> Mweni Dam Clinic	Unknown Ward	eThekweni MM Sub	eThekweni MM
<input type="radio"/> Midoroni Clinic	Unknown Ward	Makhado LM	Vhembe DM
<input type="radio"/> ... Clinic	Unknown Ward	Moses Kotane LM	Bojanala Platinum DM

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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

**Facility**

KT Motubatse Clinic 8

**Date Waiting Time Survey Conducted**

YYYY-MM-DD

**Number of patients surveyed**

0

**Staff conducting survey**

**Instruction to complete the waiting time calculation tool:**  
 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  
 Capture the times as captured on the waiting time survey tool. Note the format must be 08:00

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

Pt No	Diagnostic information	Time Detail	1. Time the patient enters clinic	2. Time the patient is registered / allocated card	3. Time patient is allocated patient record	4. Time the patient completed vital signs	1st Consultation		2nd Consultation		3rd Consultation	
							5. Start time	6. End time	7. Start time	8. End time	9. Start time	10. End time
1	<b>9</b>			<b>10</b>								
2												
3												
4												
5												
6												

**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

The screenshot shows the 'Status Determinations' interface. At the top, there are filter records for Province, District, Sub-District, Ward, Facility, Period, Status, Import Mode, and Role, each with a dropdown arrow and 'All' button. Below this is a table with columns: Facility, Period, Status, Assessment Date, Import Mode, and Role. The table contains six rows of survey data. At the bottom of the table, there are 'New' and 'Edit' buttons, a search bar with 'nellmapius' entered, a 'Search' button, a 'Clear' button, and a 'Records 1 to 6 of 6' indicator. Numbered callouts are placed as follows: '3' on the first row of the table, '4' on the 'Edit' button, '1' on the search bar, and '2' on the 'Search' button.

Facility	Period	Status	Assessment Date	Import Mode	Role
Nellmapius	2015 (Apr - Mar)	Saved	2 Feb 2016	Manual Entry	SD PPTICRM PR
Nellmapius	2015 (Apr - Mar)	Submitted	22 Dec 2015	Manual Entry	SD PPTICRM
Nellmapius	2015 (Apr - Mar)	Submitted	2 Dec 2015	Manual Entry	SD PPTICRM
Nellmapius	2015 (Apr - Mar)	Submitted	28 May 2015	Manual Entry	SD PPTICRM
Nellmapius	2014 Q4 (Jan - Mar)	Submitted	17 Mar 2015	Manual Entry	SD Facility Manager
Nellmapius	2014 Q3 (Oct-Dec)	Submitted	1 Oct 2014	Historic Upload	Self Assessment

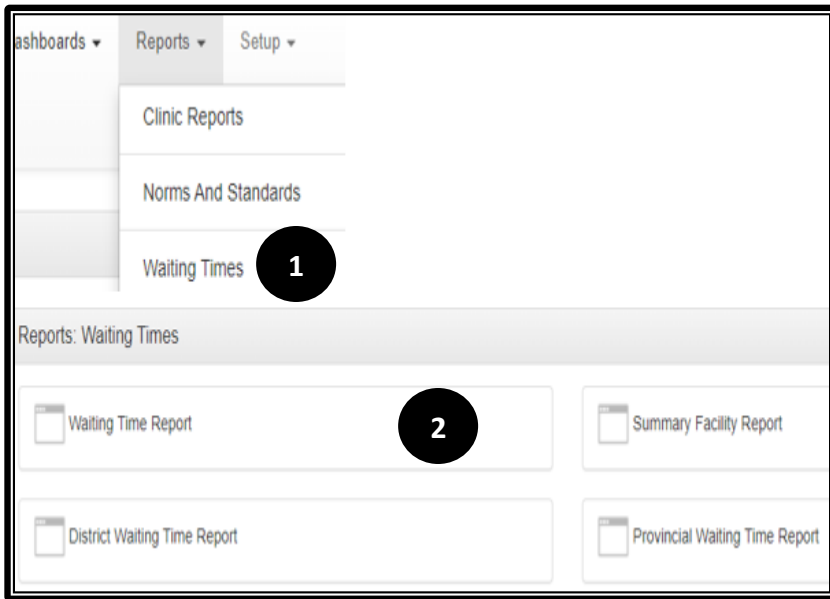
Follow point 1 on page 3

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.

The screenshot shows the 'Details' form for a waiting time survey. It includes fields for 'Facility', 'Date Waiting Time Survey Conducted' (with a YYYY-MM-DD format), 'Number of patients surveyed' (with a value of 0), and 'Staff conducting survey'. Below the form is an instruction: 'Instruction to complete the waiting time calculation tool: 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. Capture the times as captured on the waiting time survey tool. Note the format must be 08:00'. A numbered callout '5' is placed over the 'Number of patients surveyed' field.

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.

WAITING TIME CALCULATION TOOL																													
Name of facility: Dundee Gateway											100																		
Date: 2022-05-09											3																		
Reporting Period: 2022 Q1 (Apr - June)																													
SUMMARY OF TIME																													
<b>Total time</b>											161:10	140:00	18:31	14:02	3:44	0:43	3:16	47:18	64:57	0:00	0:00								
<b>Average time</b>											1:36	1:24	0:12	0:08	0:02	0:04	0:32	0:57	1:58	0:00	0:00								
Pt No	Diagnosis information	1. Time patient enters clinic	2. Time patient registers at reception desk	3. Time patient is allocated patient record	4. Time patient completes vital signs	5. Start Time	6. End Time	7. Start Time	8. End Time	9. Start Time	10. End Time	11. Start Time	12. End Time	13. Time the patient reports clinic	Total time spent in facility	Total waiting time spent in facility	Total consultation time spent in facility	Waiting time for registration	Waiting time for patient record	Waiting time at Pharmacy	Total waiting time spent in ACUTE stream in facility	Total waiting time spent in chronic stream in facility	Total waiting time spent in MOTHER & CHILD in facility	Total waiting time spent in 24 Hour Emergency Unit	Total waiting time spent in 24 Hour MCHU	Diagnosis information	Patient Count per stream	Break down of average waiting time	
1	HIV	09:00	09:01	09:02	09:28	09:28	09:05							10:09	01:09	00:27	00:01	00:01	00:00	00:00	00:24	00:00	00:00	00:00	00:00				
2	HIV	09:46	09:52	09:59	09:20	09:20	09:54							10:00	01:14	00:24	00:24	00:02	00:01	00:00	00:00	00:24	00:00	00:00	00:00				
																									<b>Total Acute</b>	<b>17</b>			
																									<b>Minor Ailments - Adult</b>	<b>14</b>	00:24		



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

Name of facility		Dundee Gateway												
Financial Year		2021												
<b>SUMMARY OF TIME</b>														
<b>4</b>														
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.

health Department of Health REPUBLIC OF SOUTH AFRICA		<b>DISTRICT AGGREGATED WAITING TIME REPORT</b>																				
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	Communit	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	00:00
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		00:00
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		00:00
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		00:01
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		00:00
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		00:01

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

health Department of Health REPUBLIC OF SOUTH AFRICA		<b>PROVINCIAL AGGREGATED REPORT</b>															
Financial Year		2021															
		2021 Q4 (Jan - Mar)												2021 Q2 (Jul -			
Province/district	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
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
MFOTUTSANYANA 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	

