



# GUIDE TO CAPTURE PATIENT WAITING TIME AND GENERATE REPORTS FOR OUTPATIENT DEPARTMENTS OF HOSPITALS

May 2024



**health**

Department:  
Health  
REPUBLIC OF SOUTH AFRICA

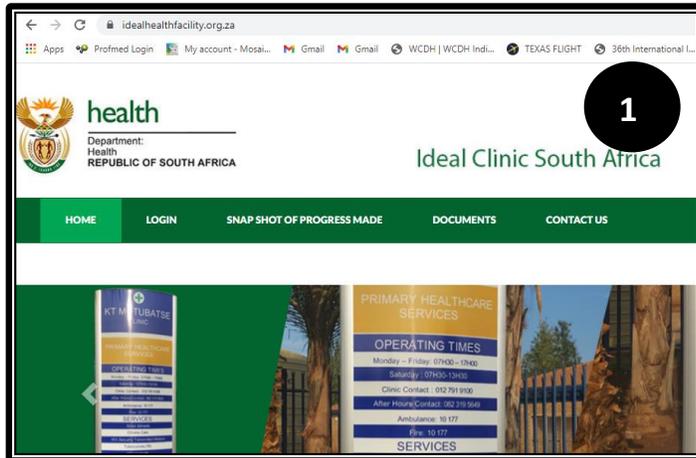
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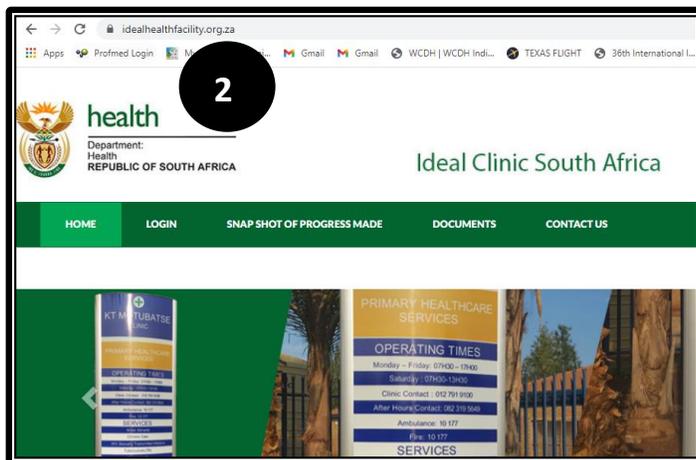
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# 1. Log onto the web-based Ideal Health Facility software



1. Go to the Department of Health's website <https://www.health.gov.za>, there is link at the bottom of the home page for 'Services and Links' where you will find a link for Ideal Health Facility which will redirect you to the Ideal Health Facility website or you can access the site directly at <https://www.idealhealthfacility.org.za>



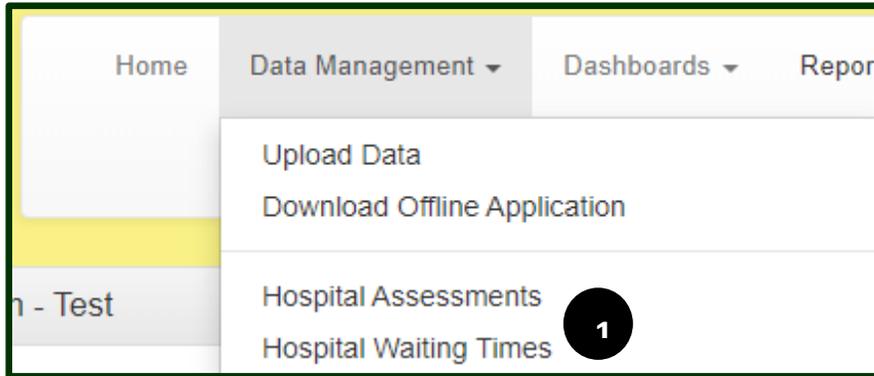
2. Select the 'LOGIN' tab



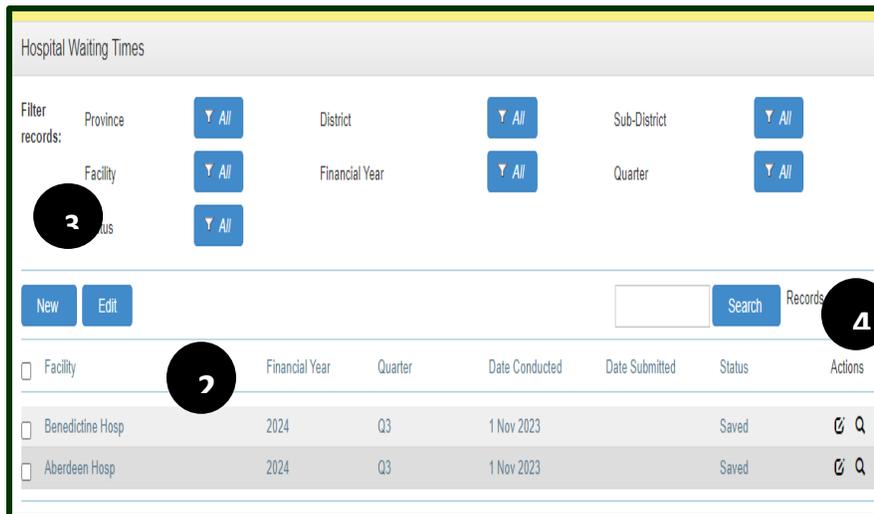
3. Enter your Username and Password in the text boxes provided and click on the 'Login' button.

**Note:** Your account must have the role for Hospital Data Capturer or Quality Assurance with the relevant permissions to enable you to access the Patient Waiting Time module.

## 2. Capture Patient Waiting Time (PWT) online



1. Go to the Data Management tab and select 'Hospital Patient Waiting Times Capture' option.



2. A list of facilities that have already captured PWTs will appear (if any).
3. Click on the 'New' button at the left top corner of the page to create a new PWT capture form.
4. If you want to complete an existing PWT capture form, select the magnifying glass or click on the PWT form itself.

**Details**

Facility \*  5

Date Waiting Time Measurement Conducted \*  6

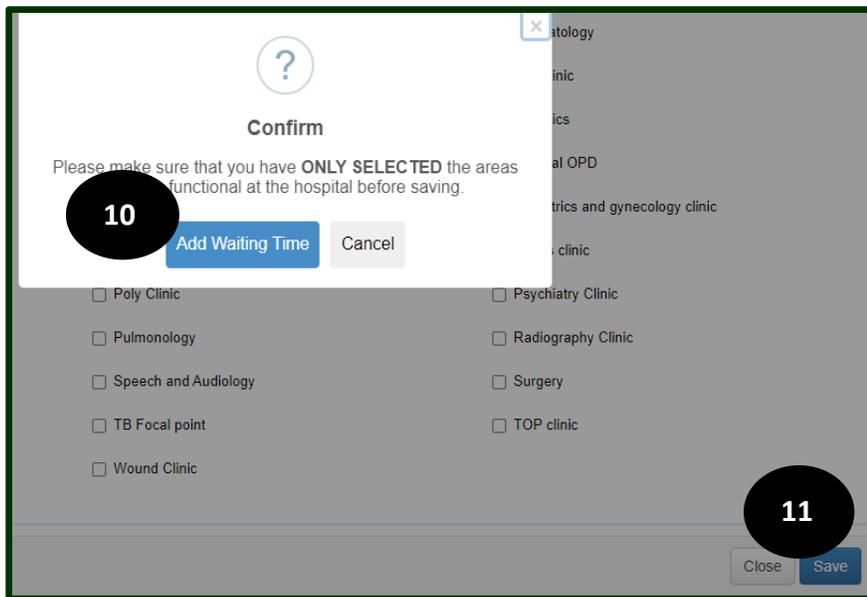
Quarterly Headcount \*  8

**OPDs:**  
 Note: Please ONLY SELECT the OPDs that are functional at the hospital. If you select OPDs that are not functional, you will be required to also complete those OPDs before the system will allow you to submit the waiting time measurement.

<input checked="" type="checkbox"/> Accident and Emergency Quarterly Headcount: <input type="text" value="200"/> 7	+ <input type="checkbox"/> Burns	+ <input type="checkbox"/> Dental / oral health
<input type="checkbox"/> Dermatology	+ <input type="checkbox"/> Diabetics	+ <input type="checkbox"/> Dietetics
<input type="checkbox"/> Endocrinology	+ <input type="checkbox"/> ENT Clinic	+ <input type="checkbox"/> Eye Clinic/Ophthalmology
<input type="checkbox"/> Family planning	+ <input type="checkbox"/> Foot	+ <input checked="" type="checkbox"/> Gastroenterology Quarterly Headcount: <input type="text" value="300"/>
<input checked="" type="checkbox"/> General radiology and radiography Quarterly Headcount: <input type="text" value="700"/>	+ <input type="checkbox"/> Genetics	+ <input type="checkbox"/> Hand
<input type="text" value="Radiology Eye Clinic"/> <input type="button" value="x"/>		
Quarterly Headcount: <input type="text" value="200"/>		
<input type="checkbox"/> HAST	+ <input type="checkbox"/> Internal/General Medicine	+ <input type="checkbox"/> Maxillo-Facial

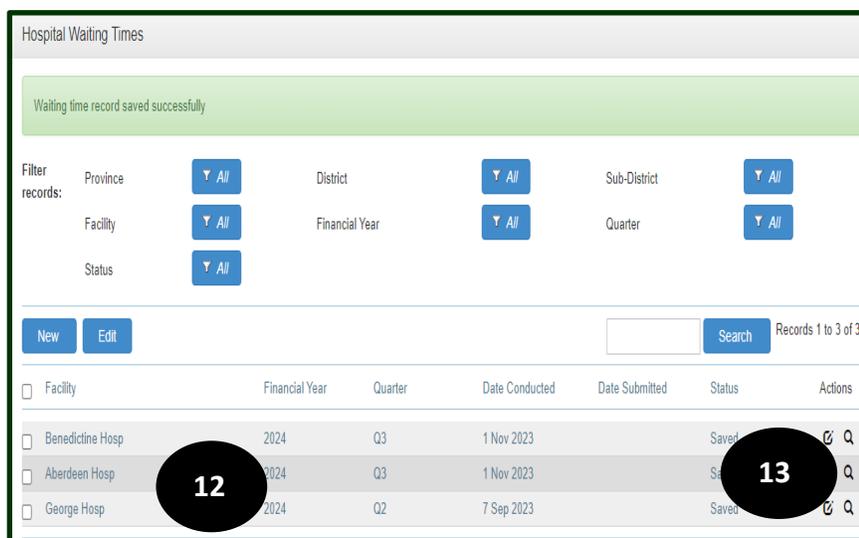
9

5. Click on the drop-down list to select the hospital name that you want to capture data for PWT. Note that only the hospital/s that you have access rights for on your user account will appear.
6. Enter the date the measurement of PWT is conducted. The system will auto select the quarter for the measurement according to the date that was selected.
7. At the OPD section, tick all the OPD clinics that are functional at the hospital. Enter the **quarterly head count** for every OPD clinics in the space that is provided once the OPD clinic has been selected.
8. The total quarterly head is auto calculated according to the individual OPD clinic quarterly head counts that are entered.
9. The OPD clinics are generic, you can add more than one generic OPD clinic by selecting the plus sign next to the OPD clinic. A text box will open where you can name the OPD clinic. Note that system will not allow you to name the first generic OPD clinic, the naming is only available for added OPD clinics. Note: If the hospital has OPD Clinics that don't fall within the generic list of OPD clinics, select an appropriate generic OPD clinic under which it fits best.



10. A pop-up message will appear to confirm the OPD clinics that were selected by selecting 'Add Patient Waiting Time'. If you want to add/remove a OPD clinic, select 'Cancel' and add/remove the OPD clinic/s.

11. Click on the 'Save' button.



12. The Waiting time assessment is created and will show in the list for PWTs created. The system will indicate the status of the PWT form, i.e. still in progress ('Saved') or whether the assessment has been submitted ('Submitted'). **Note:** the system will only allow one PWT capturing form to be opened for a specific quarter.

13. Click on the magnifying glass to open the PWT capture form.

**Instruction to complete the PWT form:**

**14**

Sample Size: 10

**15**

OPD	Quarterly Headcount	Daily Headcount	Sample Size	Total Entries
Accident and Emergency	200	2	2	1
Internal/General Medicine	300	3	3	
Psychiatry	400	4	4	

**16**

Patient No	Patient's File number	Has an appointment	Date of appointment	Time of appointment	Time of arrival	Triage	Registry (File)	Vital signs arrival	Vital signs departure	Accident and Emergency arrival	Accident and Emergency departure	Internal/General Medicine arrival	Internal/General Medicine departure	Psychiatry arrival	Psychiatry departure	Departu ward/trs out
1	1234				09:05	10:15	09:10	10:20	10:35	10:50	11:00					

14. The system calculates the total sample size according to the total quarterly headcount that was captured at the opening of the capturing form. The automated total sample size is calculated according to the guidance set out in the *National Guideline on management of PWT in clinics, community health centers and outpatient departments of public hospitals in South Africa*. The system counts the records captured and display the total number under the 'Total Entries' field.

15. The system also calculates the daily headcount and sample size for every OPD Clinic according to the quarterly headcount that was captured at the opening of the capturing form. Select the "Show summary" at "OPD Progress" to view the number of records to be captured for every OPD Clinic. Note that the sample size per OPD clinic is provided as guidance and is calculated as a proportion of the total sample size, therefore the sample size for the individual OPD clinics, may not add up to the total sample size as the numbers are rounded off. For example, in the screenshot above, the total sample size is 10, but the individual sample sizes per OPD clinic adds up to 9. In such instances, you may capture a record for any of the OPD clinics to ensure that the total sample size of 10 is met.

The system will only allow the user to submit the patient waiting time measurement if:

1. The total number of files/records were captured according to the calculated total sample size (10 in this example)
2. The required sample size for every OPD clinic was met (this is displayed in the 'OPD Progress' summary).

Once the two criteria have been met, the **"submit button" will appear.**



c) Once the 'Submit' button has been selected the capturing cannot be edited anymore and it will have a 'Submitted' status

Facility	Financial Year	Quarter	Date Conducted	Date Submitted	Status	Actions
Far East Rand Hosp	2024	Q3	1 Nov 2023	3 Nov 2023	Submitted	🔗 🔍

d) The aspired target for Total PWT is set according to the guidance set out in the *National Guideline on management of PWT in clinics, community health centers and outpatient departments of public hospitals in South Africa*.

15. Select the 'Add Row' button to open a form to complete a PWT capture for a patient. Complete the fields as indicated. To save and add another record, select the 'Save PWT record + Add new PWT Record'. It is important to understand how PWT and service time is calculated by the information system to ensure that correct times are recorded when noting down the times on the PWT collection tool, see Annexure A. See table below that indicates where PWT (red) and service times (green) are calculated by the system. The Total time spend in the facility is the sum of the total PWT and total service time.

**Note: Arrival and departure in a clinical area is the time for arrival of consultation and consultation departure time**

Patient No	Patient's Folder/ File number	Has an appointment (Yes/No)	Date of appointment	Time of appointment	Time of arrival 1	Waiting time calculated	Triage 2	Waiting time calculated	Registry (File) 3	Waiting time calculated	Vital signs Arrival 4 (consultation time starts)	Vital signs Departure 4 (consultation time ends)	Waiting time calculated	Accident and Emergency 5 (consultation time starts)	Accident and Emergency 5 (consultation time ends)	Waiting time calculated	Radiology 6 (consultation time starts)	Radiology 6 consultation time starts	Waiting time calculated	Departure to ward/transfer out 7	Waiting time calculated	Pharmacy Arrival 8 (Pt is called to the counter to receive meds)	Pharmacy Departure 8 (Pt receives meds)	
1	599				08:00		08:15		08:30		08:45	09:45		12:00	12:30		14:00	14:45						
2	599				14:45									16:00	16:30							17:00	17:15	

Warning: The waiting time has been saved, but some rows with errors were ignored.

06:45	06:50	06:55	hh:mm Required	hh:mm Required	hh:mm Required
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16. Once the record is saved, the record will be added in the table below the form. To edit a record in the table, just click on the record in the table, the form will open to enable you to edit the record.

The field for 'Time of arrival' is a required field, if not completed, an error message will appear and the fields with errors will be highlighted. There is also a validation that the end time of a specific OPD clinic must be after the start time for that specific OPD clinic and that any time within the capture form cannot be before the arrival time for a specific patient. Note that when a patient returns to the same OPD clinic, a second row must be added to capture the second service time for the same OPD Clinic. For example, see in table above, the patient was seen at the Accident and Emergency (A&E) unit, then referred to x-rays (1<sup>st</sup> row), then returned to the A&E and pharmacy (2<sup>nd</sup> row). Therefore the end service time in x-rays is entered as the arrival time in the second row for the same patient.

### 3. How to add/remove selected OPD clinics

Hospital Waiting Times

Waiting time record saved successfully

Filter records: Province  District  Sub-District   
 Facility  Financial Year  Quarter   
 Status

Records 1 to 4 of 4

<input type="checkbox"/>	Facility	Financial Year	Quarter	Date Conducted	Date Submitted	Status	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
<input type="checkbox"/>	Benedictine Hosp	2024	Q3	1 Nov 2023		Saved	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
<input type="checkbox"/>	Aberdeen Hosp	2024	Q3	1 Nov 2023		Saved	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
<input type="checkbox"/>	Far East Rand Hosp	2024	Q3	1 Nov 2023	3 Nov 2023	Submitted	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
<input type="checkbox"/>	George Hosp	2024	Q2	7 Sep 2023		Saved	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

1. Select the pencil icon under the column for action if you want add/remove OPD clinics that might have been erroneously selected upon creation of the PWT capture form. **Note**, this function is only available for assessments that are in a 'Saved' status.

2. A pop-up box will appear, click on the option 'Edit OPDs'

Hospital: Waiting Time (Edit OPDs)

Details

Facility \*  Date Waiting Time Measurement Conducted \*

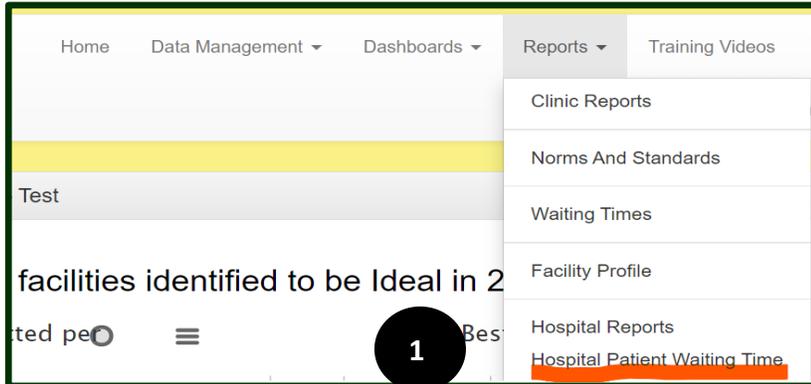
Daily Headcount \*

OPDs:  
 Note: Please ONLY SELECT the OPDs that are functional at the hospital. If you select OPDs that are not functional, you will be required to also complete those OPDs before the system will allow you to submit the waiting time measurement.

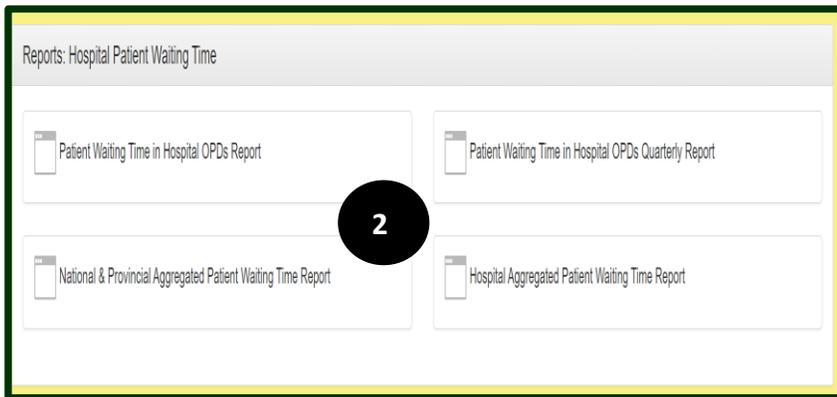
Accident and Emergency  Cardiology  Cardiothoracics  
 Chemotherapy  Dental clinic  Dermatology  
 Diabetics  ENT clinic  Eye clinic  
 Gastroenterology  General antenatal clinic  Genetics  
 Geriatrics  Immunology  Medical OPD

3. Tick the additional OPD clinics required or deselect the ones not required.

## 4. How to generate reports



1. To generate report for PWT, go to the 'Report' tab and select 'Hospital Patient Waiting Time'.



2. Select a report you want to generate by clicking on the report name.

### There are 4 reports:

- a. PWT in Hospital OPDs (facility report) – Generate a detailed report for the hospital showing every record that was captured with averages for PWT for a specific quarter.
- b. PWT in Hospital OPDs Quarterly Report (facility report) – Generates a summary of the hospital's average PWTs for all four quarters and the financial year.
- c. National & Provincial PWT Report |(aggregate report) – Generates the average PWT per type/category of hospital at provincial level.
- d. Hospital Aggregated PWT Report (aggregate report) – Generates a summary for every hospital that includes the average PWT.



# Annexure A: PWT collection tool

## INSTUCTION FOR COMPLETION OF THE FORM

OPD Clinic name: \_\_\_\_\_

**NB!** The numbering used in this tool is in line with the generic flow of patient visit

1. Please capture relevant information in all grey shaded areas
2. Please circle if the patient had or did not have an appointment

Patient's folder/file number				
Date of patient's visit				
Has appointment		YES	NO	
Date of appointment				
Time of appointment				
Time of arrival & triage <sup>1</sup>				
Triage <sup>2</sup>				
Registry (for file/records) <sup>3</sup>				
Vital Signs <sup>4</sup>				
Clinical service areas	Return to same service area			
		Service area <sup>5</sup>	Arrival: <input type="text"/>	Arrival: <input type="text"/>
			Departure: <input type="text"/>	Departure: <input type="text"/>
	OR	Service area <sup>6</sup>	Arrival: <input type="text"/>	Arrival: <input type="text"/>
			Departure: <input type="text"/>	Departure: <input type="text"/>
	OR	Service area <sup>7</sup>	Arrival: <input type="text"/>	Arrival: <input type="text"/>
			Departure: <input type="text"/>	Departure: <input type="text"/>
	OR	Service area <sup>8</sup>	Arrival: <input type="text"/>	Arrival: <input type="text"/>
			Departure: <input type="text"/>	Departure: <input type="text"/>
	OR	Service area <sup>9</sup>	Arrival: <input type="text"/>	Arrival: <input type="text"/>
			Departure: <input type="text"/>	Departure: <input type="text"/>
	OR	Service area <sup>10</sup>	Arrival: <input type="text"/>	Arrival: <input type="text"/>
			Departure: <input type="text"/>	Departure: <input type="text"/>
	OR	Service area <sup>11</sup>	Arrival: <input type="text"/>	Arrival: <input type="text"/>
			Departure: <input type="text"/>	Departure: <input type="text"/>
		Service area <sup>12</sup>	Arrival: <input type="text"/>	Arrival: <input type="text"/>
			Departure: <input type="text"/>	Departure: <input type="text"/>
		Departure to ward/transfer out <sup>13</sup>	Departure: <input type="text"/>	Departure: <input type="text"/>
Pharmacy <sup>14</sup>			Arrival: <input type="text"/>	Arrival: <input type="text"/>
			Departure: <input type="text"/>	Departure: <input type="text"/>