



Realistic knowledge-based waiting times for radiotherapy patients —addressing the pain of waiting



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OVERVIEW

To provide radiotherapy patients with realistic waiting time predictions, our multidisciplinary team has developed:

- a waiting time prediction algorithm,
- a waiting room management system, and
- a mobile phone app and web portal.

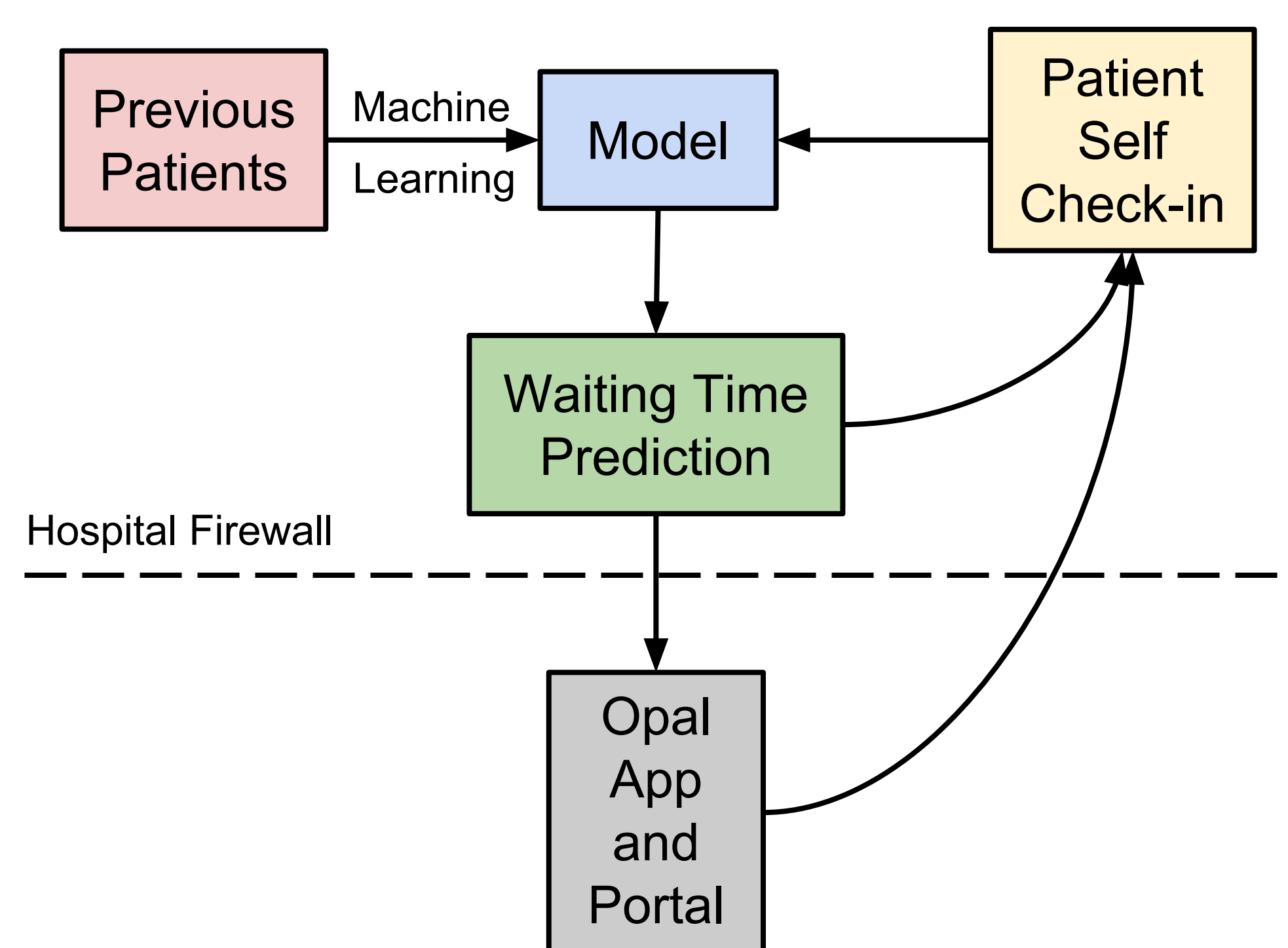
WAIT TIMES IN RADIATION ONCOLOGY

In Radiation Oncology, the following wait times are encountered:

- Treatment planning delay (days to weeks, at home)
- Wait for appointment with clinician (minutes to hours, in the waiting room)
- Wait for treatment (minutes to hours, in the waiting room)

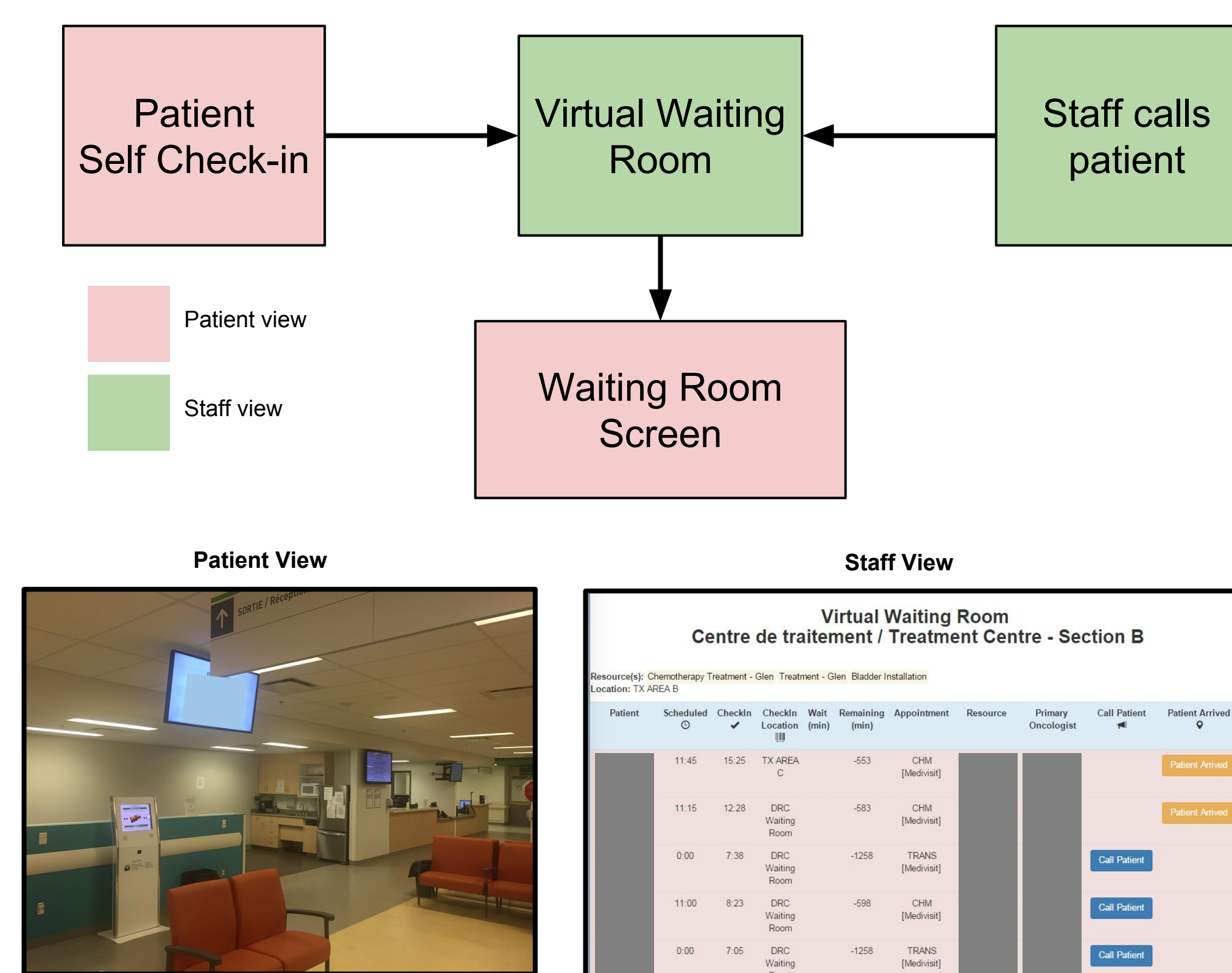
INFRASTRUCTURE

Waiting Time Prediction



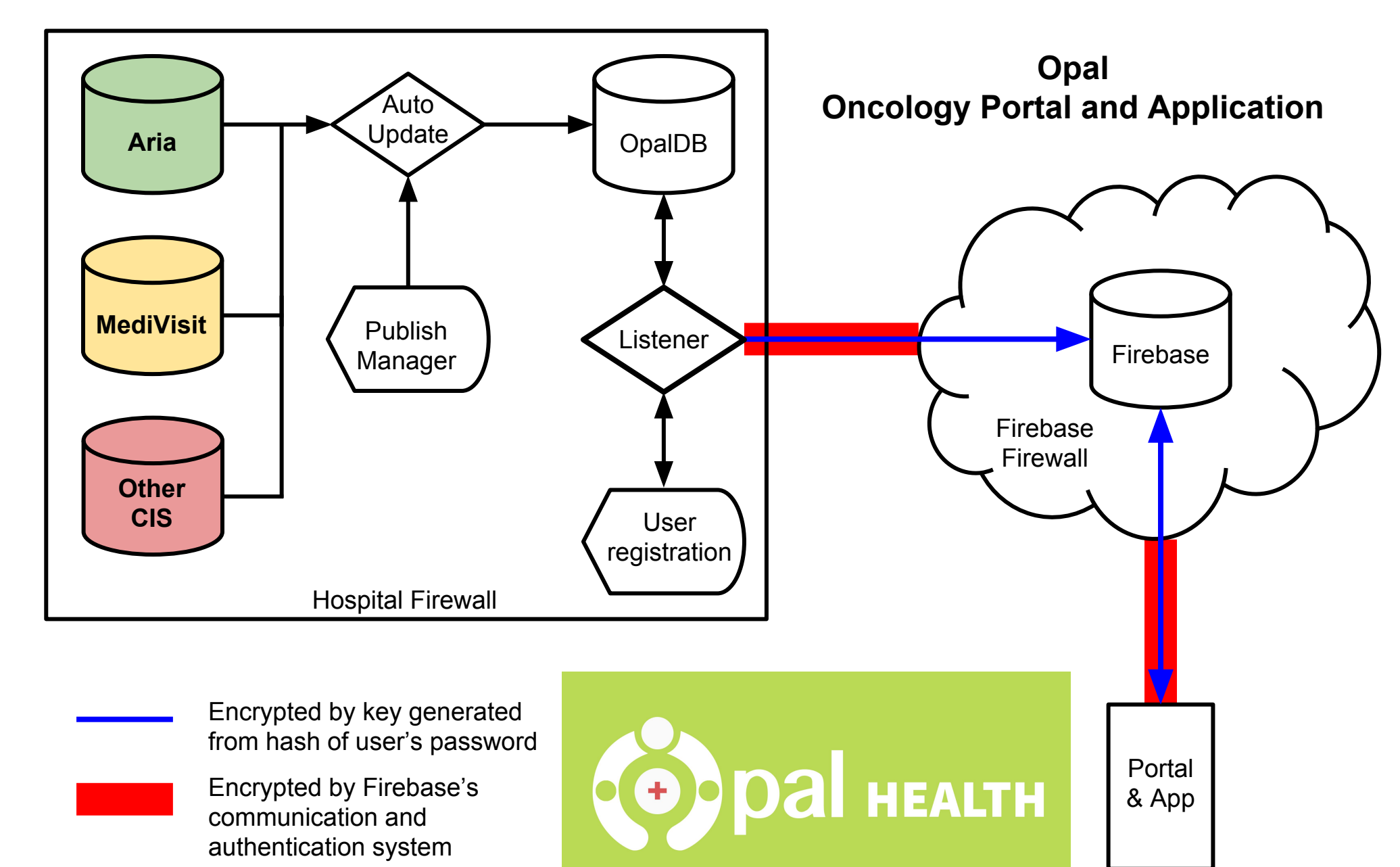
New patients are compared to previous similar patients in order to predict their waiting times.

Waiting Room Management Software



The waiting room management system comprises kiosks and screens in the waiting rooms and virtual waiting rooms for staff.

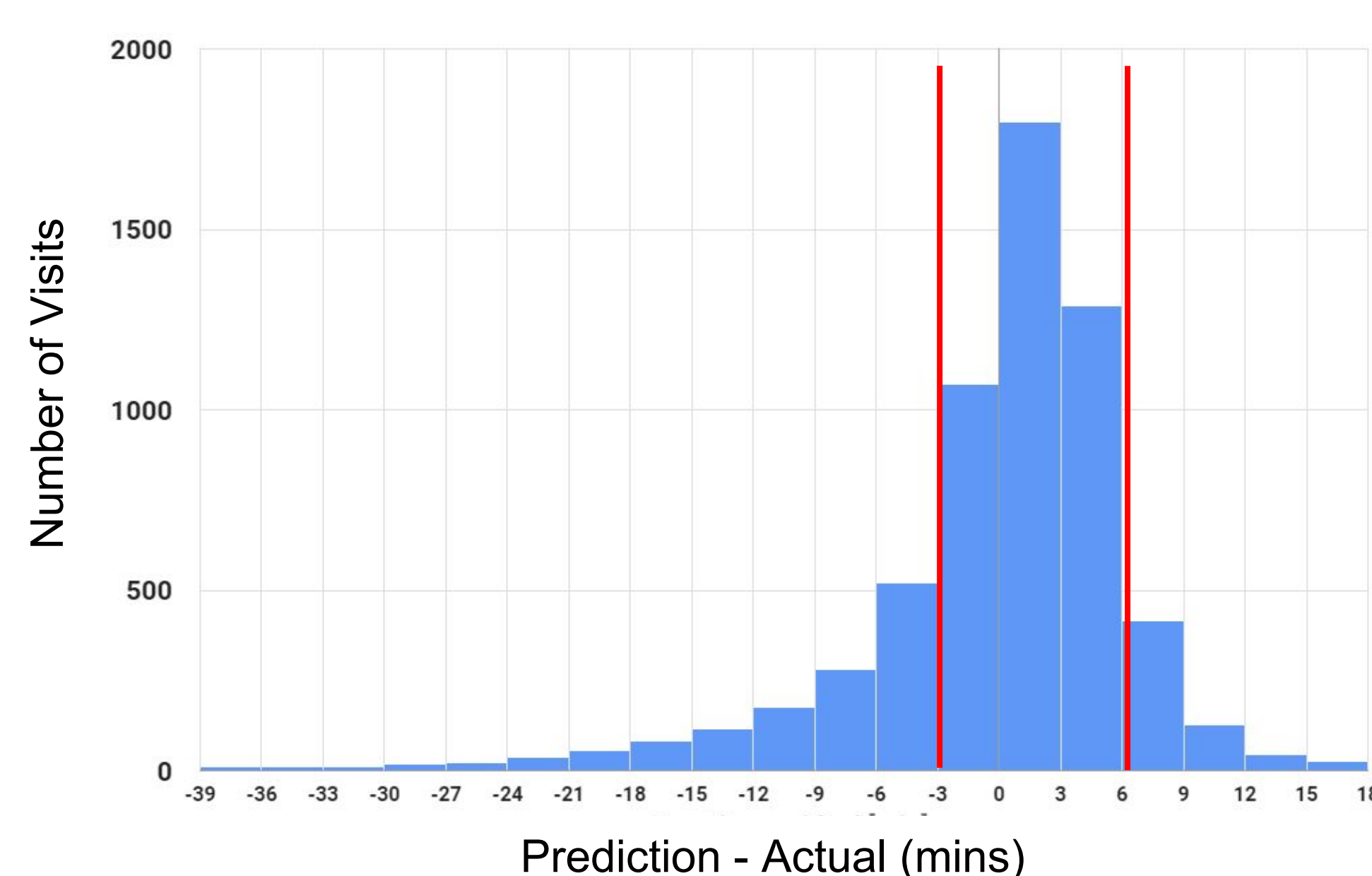
Web Portal and Mobile Phone app



A mobile phone app and portal are used to communicate securely with patients. Patients can check in using the app and access their appointments, electronic medical records, PRO questionnaires and just-in-time personalised educational material.

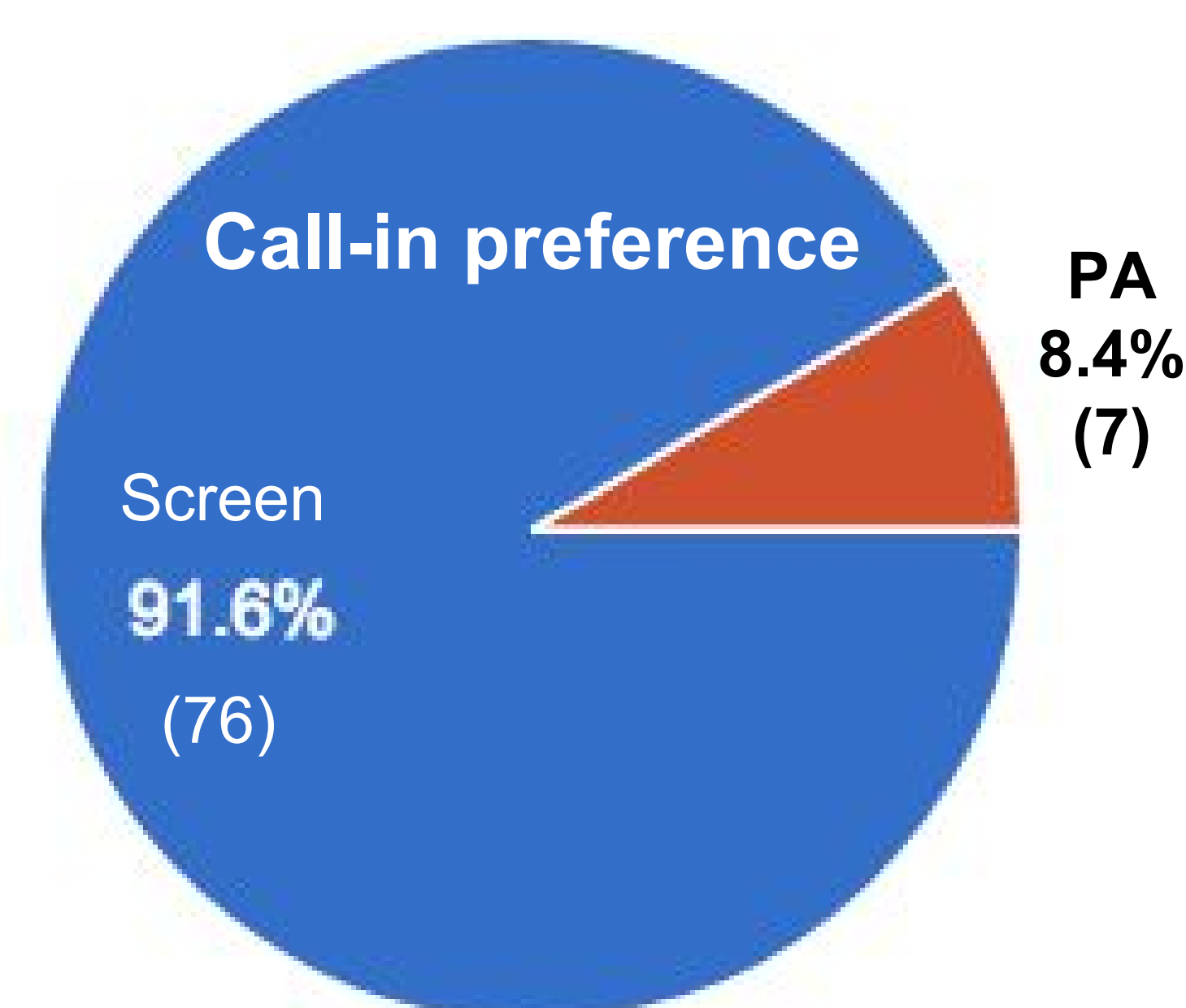
RESULTS

Waiting Time Predictions



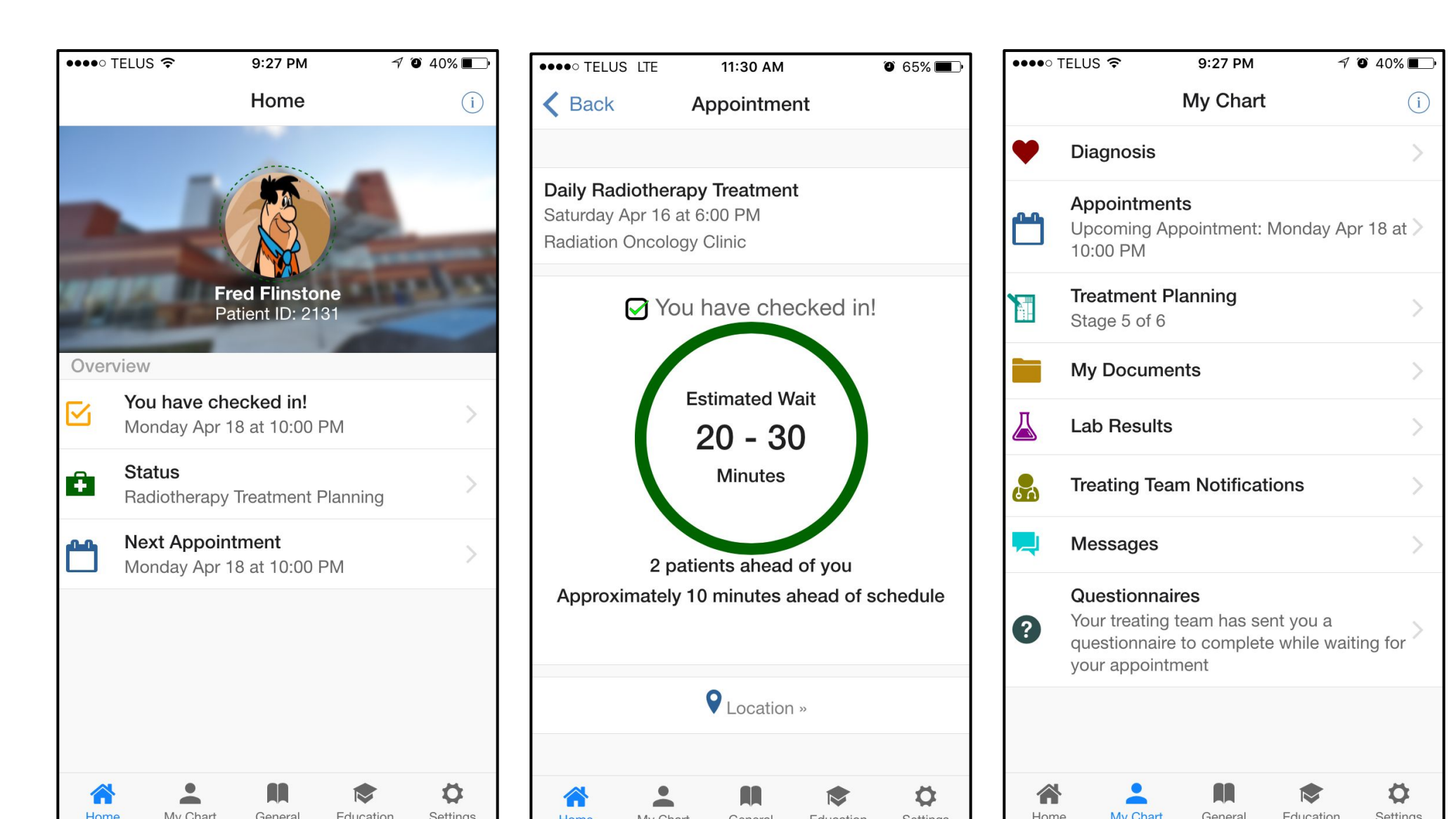
Presently, we can predict waiting room wait times to within +/- 3 mins.

Patient Satisfaction Survey



In a survey of patients (n=83), the vast majority of respondents prefer the screen call in system over the public announcement system.

Opal - Oncology Portal and Application



To try out Opal, please go to <https://depdocs.com/opal>

CONCLUSION

We can predict waiting times and communicate them to patients via a waiting room management system and a mobile phone app that we have developed.

ACKNOWLEDGMENTS



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