VALIDATION OF OUTPATIENT WAITING LISTS

January 2014

Guidance

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All outpatient wait lists will be continuously validated as patients move from one wait category to another, to ensure both data accuracy (system-level) and continued requirement for the appointment (patient-level). All validation exercises should generate sufficient documentation to allow verification of the validation exercise.

SYSTEM-LEVEL VALIDATION

1. Data Validation should be undertaken at each stage of a patient treatment pathway.

2. PAS systems should be configured to run weekly checks of waiting list data consistency. All data field discrepancies should be corrected immediately.

3. Recurrent data discrepancies should be identified, logged and training provided to address any business process issues that result in these discrepancies.

4. Any changes to demographic details notified by the patient or SOR must be updated within one working day on the relevant PAS system on both master file and relevant episode of care file.

5. Routine checks of the PAS system should be made to identify duplicate referrals for a patient in relation to a particular episode of care.

PATIENT-LEVEL VALIDATION

6. All patients are to be validated by phone or letter as they move from one wait category to another.

7. Phone and letter validation processes must be robust and provide documentation in regard to the process undertaken.

8. Patients should be afforded reasonable opportunity to respond to phone and letter validation. All communication to the patient will clearly state the date by which removal from the waiting list will occur if no response is received.

9. If the patient requests to remain on the waiting list, this should be recorded on the PAS.

10. If no response is received to communication by phone or letter within 7 days the patient is removed from the PAS system waiting list. The clinician is informed and a letter sent to the patient and SOR, with a copy placed in the patient's referral/healthcare record.

11. If the patient requests removal from a waiting list the clinician is informed and the patient's reply recorded in the patient referral/healthcare record. A letter is sent to the patient and SOR confirming removal from the waiting list.

12. Patients may be reinstated, at the service-provider's discretion, to the outpatient waiting list if a request is made by the SOR within 28 days of the decision to remove. If the request is made after this time the source of referral must submit a new referral.

13. The PAS system should be updated within 24 hours of the validation outcome including any changes to demographic details. All records should be maintained as per healthcare records code of practice.