

**Average Waiting Time for A&E services**

| KE Cluster | Average Waiting Time (Minute) for A&E services |           |        |             |            |
|------------|--|-----------|--------|-------------|------------|
|            | Critical                                       | Emergency | Urgent | Semi-urgent | Non-urgent |
| 2009-10    | 0  | 7         | 15     | 76          | 114        |
| 2010-11    | 0  | 6         | 16     | 82          | 145        |
| 2011-12    | 0  | 5         | 15     | 90          | 158        |

Note

- According to HA's performance pledges, all patients who are triaged as critical patients will be treated immediately; 95% of patients triaged as emergency patients will be treated within 15 minutes and 90% of patients triaged as urgent patients will be treated within 30 minutes.
- A&E Departments under HA are able to provide immediate treatment services for all critical patients and the waiting time for emergency patients and urgent patients also meets the performance pledges. This shows that the majority of patients with pressing medical needs have received timely medical treatment under the triage system.

**Legislative Council Q4**

**Annex**

**Median Waiting Time for First Appointments in specialist out-patient clinics**

2009-10

| KE Cluster           | Median Waiting Time for First Appointments in specialist out-patient clinics (Week) |                     |                  |
|----------------------|---|---------------------|------------------|
| Specialty            | Priority 1 category   | Priority 2 category | Routine category |
| Ear, Nose and Throat | <1  | 7                   | 21               |
| Gynaecology          | 1   | 7                   | 64               |
| Medicine             | 1   | 7                   | 54               |
| Ophthalmology        | <1  | 7                   | 135              |
| Orthopaedics         | <1  | 6                   | 63               |
| Paediatrics          | <1  | 6                   | 14               |
| Psychiatry           | <1  | 3                   | 15               |
| Surgery              | 1   | 7                   | 99               |

2010-11

| KE Cluster           | Median Waiting Time for First Appointments in specialist out-patient clinics (Week) |                     |                  |
|----------------------|---|---------------------|------------------|
| Specialty            | Priority 1 category   | Priority 2 category | Routine category |
| Ear, Nose and Throat | <1  | 6                   | 23               |
| Gynaecology          | 1   | 7                   | 91               |
| Medicine             | 1   | 7                   | 25               |
| Ophthalmology        | <1  | 7                   | 119              |
| Orthopaedics         | <1  | 6                   | 52               |
| Paediatrics          | <1  | 6                   | 17               |
| Psychiatry           | <1  | 3                   | 14               |
| Surgery              | 1   | 7                   | 88               |

**Legislative Council Q4**

Annex

**Median Waiting Time for First Appointments in specialist out-patient clinics**

2011-12

| KE Cluster           | Median Waiting Time for First Appointments in specialist out-patient clinics (Week) |                     |                  |
|----------------------|---|---------------------|------------------|
| Specialty            | Priority 1 category   | Priority 2 category | Routine category |
| Ear, Nose and Throat | <1  | 6                   | 33               |
| Gynaecology          | 1   | 6                   | 66               |
| Medicine             | 1   | 7                   | 34               |
| Ophthalmology        | <1  | 7                   | 25               |
| Orthopaedics         | <1  | 7                   | 103              |
| Paediatrics          | <1  | 6                   | 27               |
| Psychiatry           | <1  | 3                   | 16               |
| Surgery              | 1   | 7                   | 98               |

Notes

- HA has put in place a triage system at its SOP clinics. Healthcare personnel will arrange the date of medical appointment for new patients on the basis of the urgency of their clinical conditions at the time of referral, which is determined with regard to various factors including the patients' clinical history, the presenting symptoms, the findings from physical examination and investigations, as well as information provided by primary care practitioners at the time of referral.
- Under the triage system, new SOP cases are classified into: priority 1 (urgent), priority 2 (semi-urgent) and routine categories. To ensure that patients with urgent conditions are given appropriate medical attention in a timely manner, HA will arrange doctors to attend to priority 1 and priority 2 cases as soon as possible, and has set a performance pledge that the median waiting time for these two categories of new cases are within two weeks and eight weeks respectively. HA has fulfilled its pledge by enabling patients with urgent conditions to be given timely services.