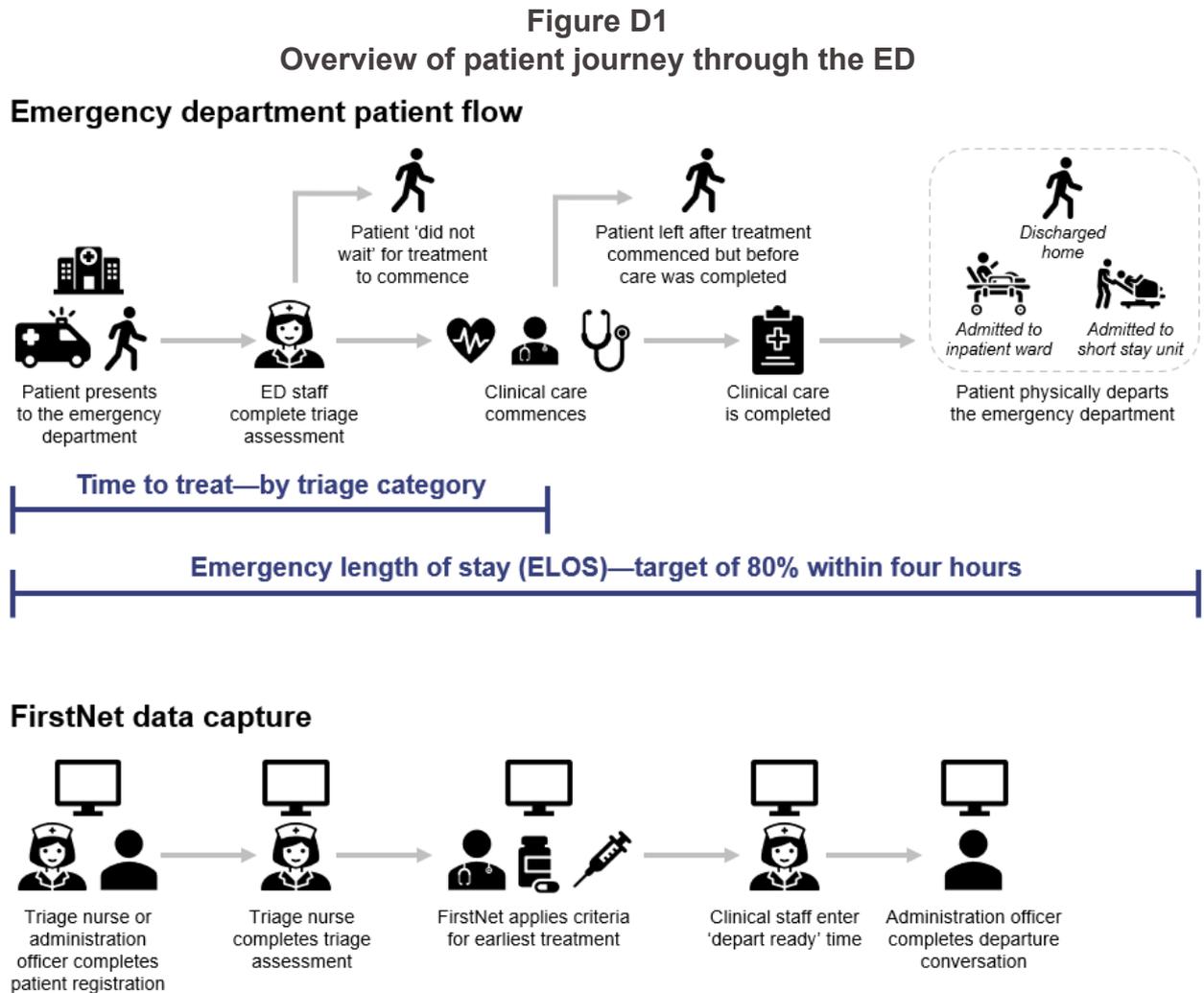


D. Overview of patient flow

Figure D1 provides an overview of the patient journey through the emergency department (ED), from arrival to departure, including the important points at which data is recorded.



Note: In some EDs, a separate process for registering patient administrative records may occur prior to triage assessment. FirstNet is a module of the integrated electronic medical record system.

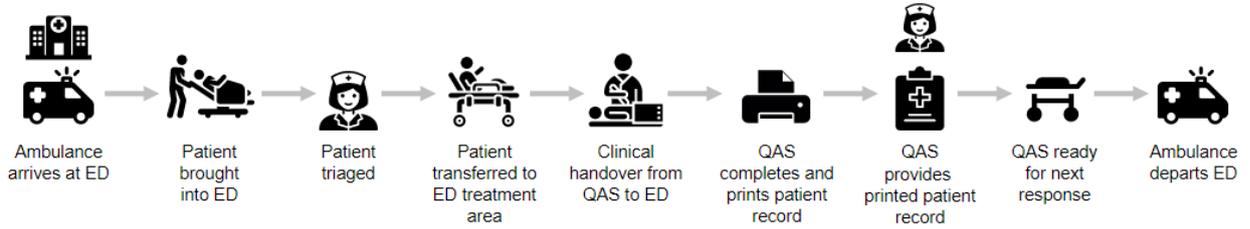
Source: Queensland Audit Office.



Figure D2 provides an overview of patient arrivals by ambulance, including the points at which data is recorded by the Queensland Ambulance Service (QAS) in its dispatch system.

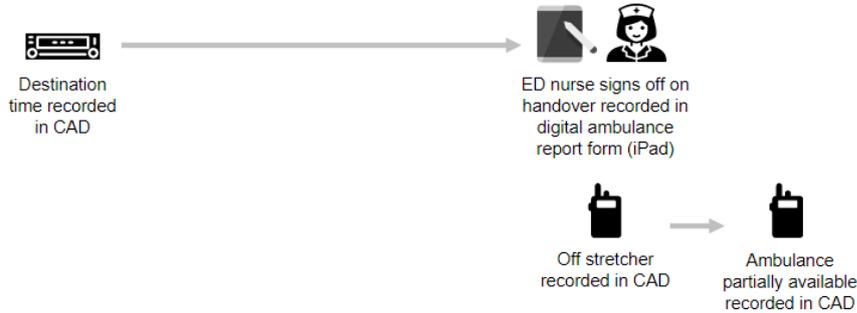
Figure D2
Overview of ambulance arrival process

Ambulance arrival workflow



Patient off stretcher time (POST)—90% within 30 minutes

QAS data capture



Note: CAD—computer-aided dispatch system.

Source: Queensland Audit Office.

