

## AB042. 113. Evaluation of the outcome of “telephone clinic” in the follow-up of surgical patients: innovative use of technology for the convenience and improvement of service for patients

Yasir Bashir<sup>1</sup>, Bernadette McGovern<sup>1</sup>, Abidur Rehman<sup>2</sup>, Paul Neary<sup>1</sup>, Josh Olanyi<sup>2</sup>, Josh Skeens<sup>2</sup>, Tim Cronin<sup>2</sup>

<sup>1</sup>Department of Surgery Tallaght University Hospital, Tallaght, Dublin, Ireland; <sup>2</sup>Trinity College Dublin, Dublin, Ireland

**Background:** Government funded health systems are the hallmarks of welfare states. They always suffer from overburden and are underfunded. This results in painful waiting lists and long clinics. In-order to reduce the sufferings of patients attending surgical outpatient clinic, innovative initiative of telephone clinic was taken 5 years ago. This study was conducted to assess success and find areas or groups requiring attention.

**Methods:** A retrospective analysis of prospectively maintained database was done. First 1,000 patients given appointment from January 2015 in telephone clinic were

found using the Hospital In-Patient Inquiry (HIPE) reporting system. Characteristics regarding age, gender and procedure performed were recorded and the effect of these characteristics on attendance and outcome of clinic was analyzed to find any relation.

**Results:** The mean age of the patients in the study was 50.6 years with 477 males and 523 females comprising 47.7% and 52.3% respectively. The largest group was of 402 given appointment to outline their endoscopic findings followed by 198 patients who underwent laparoscopic procedures like appendicectomies, hernias and adhesiolysis etc. Analysis found that out of the patients who attended the telephone clinic 71.5% were discharged after first appointment. There was no relation found between attendance, discharge based on gender  $P=0.51$  and  $0.60$  respectively. But a statistically significant relation was found between attendance, discharges and “millennial generation”  $P=0.029$  and  $0.002$  respectively.

**Conclusions:** Telephone clinics are safe, cost-effective, convenient and a patient friendly alternative to conventional clinics. They are safe and convenient alternative to conventional clinic with comparable attendance.

**Keywords:** Millennials; telephone clinics; waiting lists; waiting time

doi: 10.21037/map.2019.AB042

**Cite this abstract as:** Bashir Y, McGovern B, Rehman A, Neary P, Olanyi J, Skeens J, Cronin T. Evaluation of the outcome of “telephone clinic” in the follow-up of surgical patients: innovative use of technology for the convenience and improvement of service for patients. *Mesentery Peritoneum* 2019;3:AB042.