Client Meeting Minutes #1

Date/Time   6th Jan 2017, 12pm to 2pm

Venue   Hospital X

Attendees   Nasrullah Bin Khairullah & Aishwarya

Agenda
1. Hand over the necessary NDA documents and to obtain the data
2. Go through the data and to familiarize with the data domains
3. Clarify any other questions that we have prepared beforehand

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S/N	Notes/Task	Actor	Follow-up Action
1.	Our project sponsor has clarified on our questions: - The nature of the clinic is both inpatient and outpatient but the data given will be based solely on outpatient (child & adolescent). - His motivation to study the no-show appointment rates is to increase the productivity among his fellow colleagues. - The clinic offers services by both doctors and psychologists. Thus, the appointments can be categorized by appointments with doctors or with psychologists - A patient can book a first appointment either directly through hotline (6388 2000) or by referrals from other medical institutions/clinics. - Whether the staff overbook appointments vary according to each doctor basis but generally many do not overbook. - There are about 10 doctors and 10 psychologists on duty each day - They do send out an appointment reminders about 3 days before the patient's actual appointment. - After one year, current patients will be seen as new patients and they need to be reviewed again.		
2.	He suggested that we may consider identifying patients who missed their appointments and evaluate if location of the hospital plays any part or even exploring the possibility of bundling reviewed appointments on a single day for the patients.	Zoey & Nas	To look at the data and see if the required variables for such analysis are available
3.	We look at the data together before the handover and he clarified with some of the terminologies: NC: Nursing Consultant		

	● CASCR: Associate Consultant ● CCONV: Consultant ● MO: Medical Officer ● SCN: Senior Consultant		