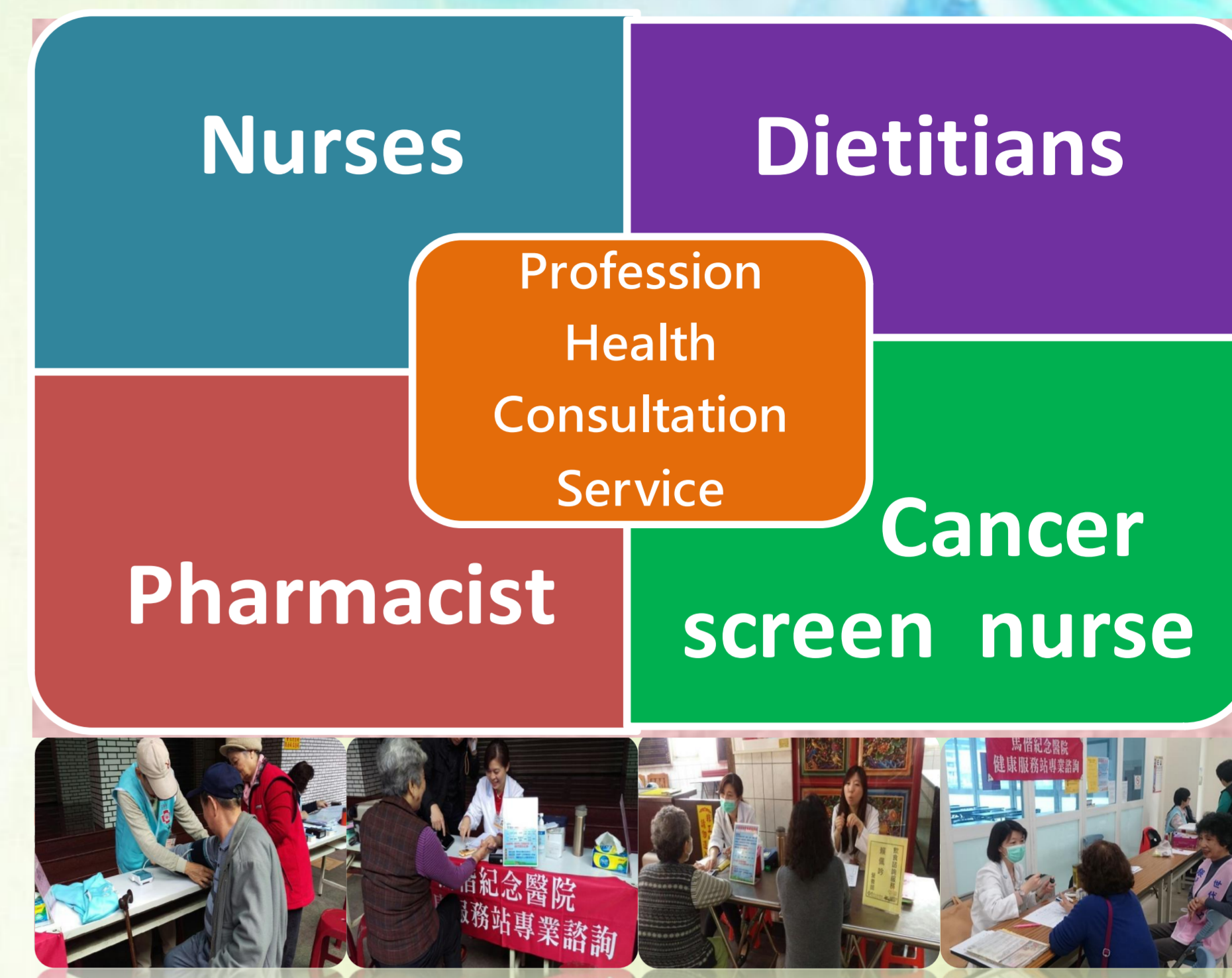


The Effectiveness of Referral System in Community Health Station

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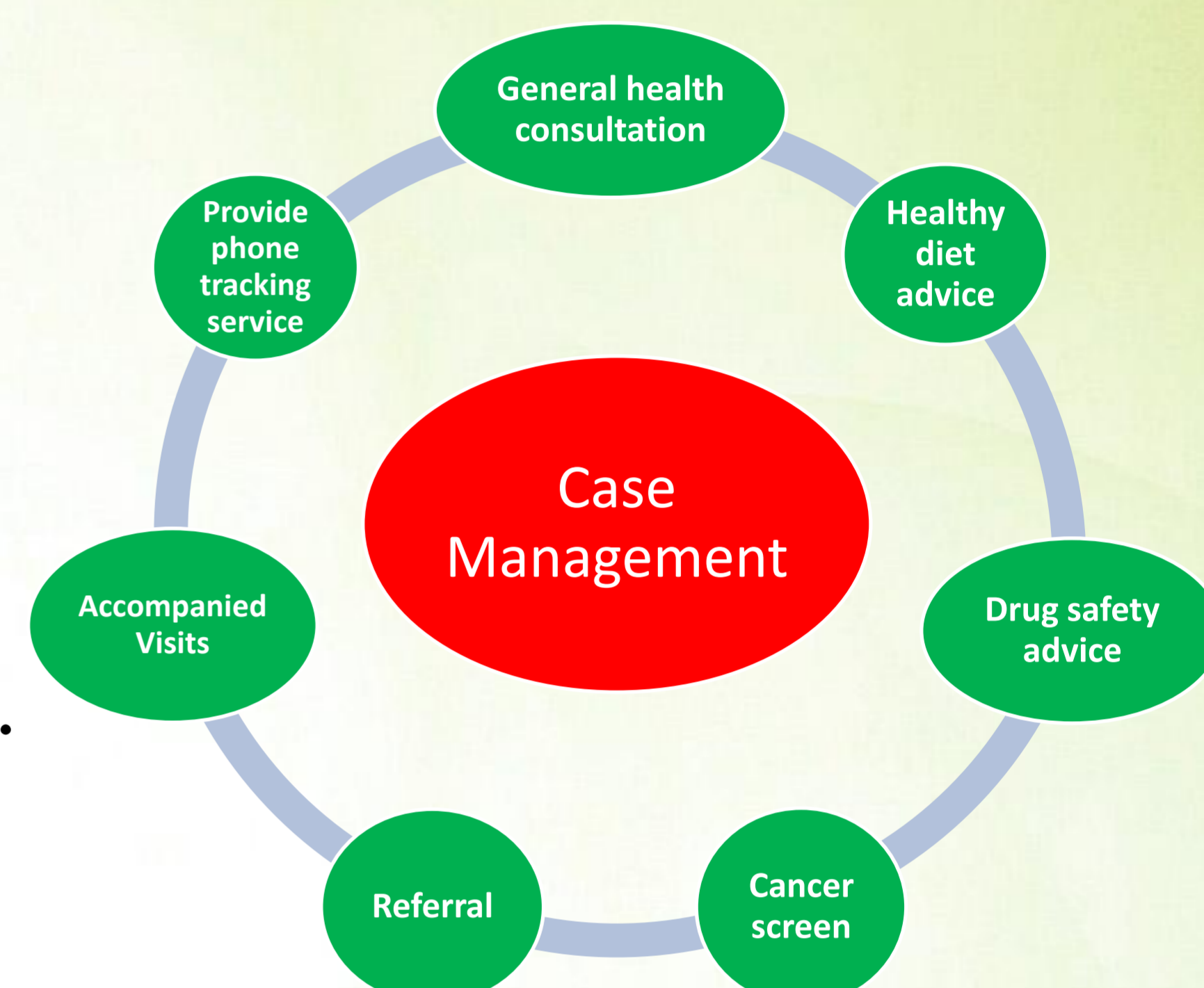
Abstract introduction

Since 2009, the medical center established 59 health stations near by the Tamsui district, New Taipei City. Health station services are provided by volunteers. In 2013, professional health consultation service including nurses, dietitians, pharmacist and cancer screen nurse was added for the people with abnormal measured data. Referrals were given if abnormal results and accompanied patient visiting doctor to decrease patients' anxiety and increase medical adherence.



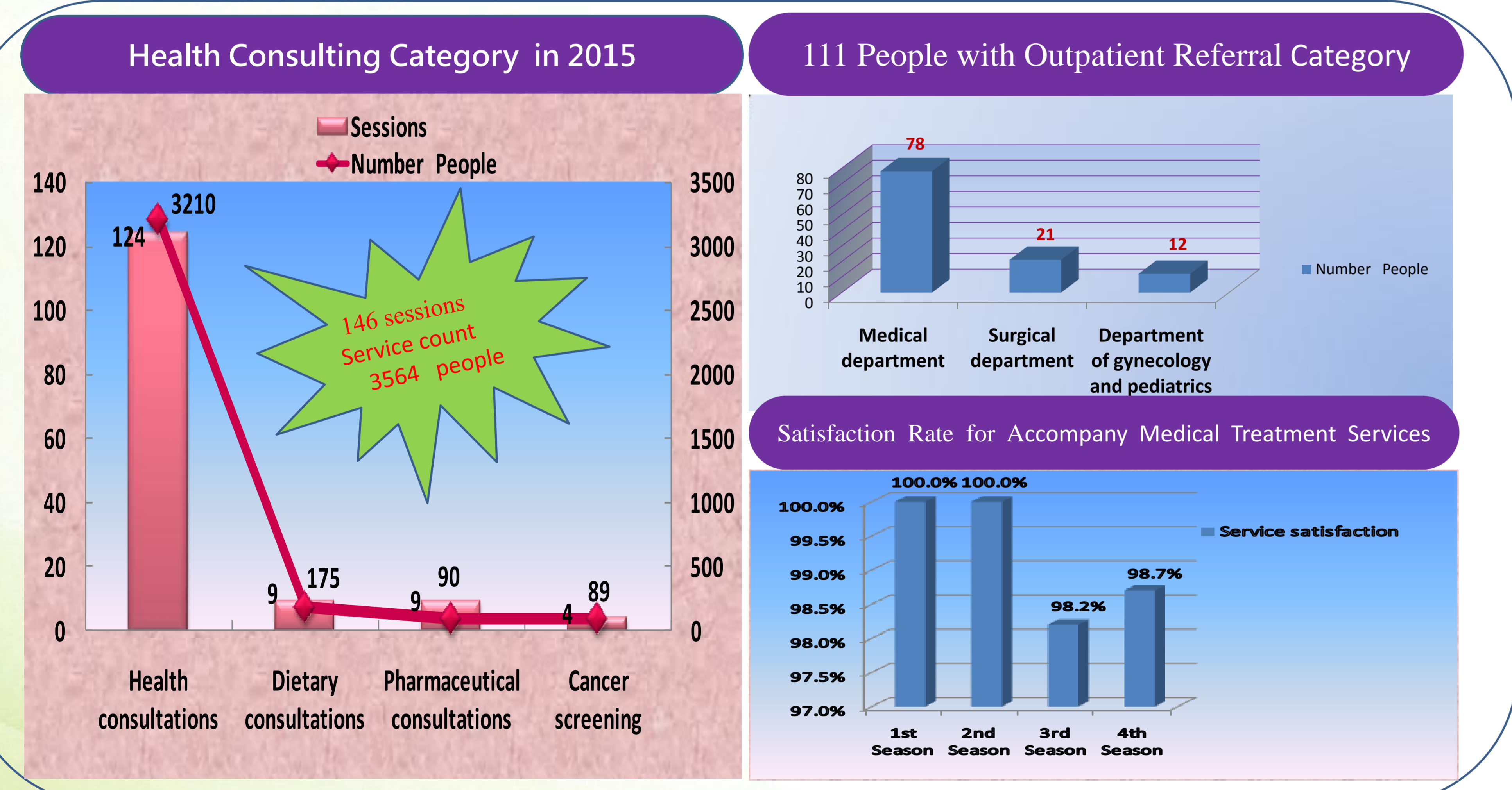
Purpose/Methods

In health stations, we provide alternative services, including general health consultation, healthy diet advice, drug safety advice and cancer screen (breast, cervical, oral and colon cancer). Referrals were given if abnormal results. We help patient make an appointment to appropriate medical department. Our nurse routinely notified patient again before the date by telephone. After clinic, we provide phone tracking service to increase adherence.



Results

In 2015, there were 146 sessions of health consultations with 3210 participants. 175 people received dietary consultations, 90 people received pharmaceutical consultations, and 89 people received cancer screening. 111 people with outpatient referral. Of the patient's referral, internal medicine had the greatest number followed by the surgical department, pediatrics and gynecology. 54(48.6%) patient had community nurse accompaniment when visiting the hospital. 90.9% of patients got improvement for their problem. Satisfaction rate for this service was 99.2%.



Conclusions

Community health station and referral system which incorporates nurses, dietitians, pharmacist and cancer screen nurse, give people medical accessibility. Our goal in the future is to diversify the health service, incorporating dementia surveys in hopes to further benefit the community. In this way, the health service is accessible to the elderly, handicap and low social class people. We wish this system can build up a healthy community.

