

## Applicability of Time Cards to Medical Services

Ichiro KAWAHARA, Hideki KON, Tomohiro HAMADA, Akihito MANIWA  
Keiko KASAI, Katsuya KANNO, Satoshi TAKADA and Takashi OHNO

We examined the applicability of time cards to waiting time and consultation time management.

The data on patients' waiting and consultation time were gathered by giving time cards to 6860 patients who visited our hospital for oral surgery. Monthly average waiting time was about 4 minutes to 7 minutes. After the introduction of time cards, the waiting time was shortened gradually. Monthly average consultation time was 28 minutes to 44 minutes. Even after the introduction of time cards, it did not significantly change. According to a staff on their awareness of the waiting and consultation time, 64 percent and 36 percent of them were consciously awarer of patients' waiting time and their consultation time respectively.

These results suggested that the introduction of time cards had some effect on the reduction of patients' waiting time and medical staffs awareness of it.

Key words : time card, waiting time, consultation time