

## Response within 48 Hours of Consultation Requests

Proportion of cases where the response time to the regular request for consultation was made within 48 hours



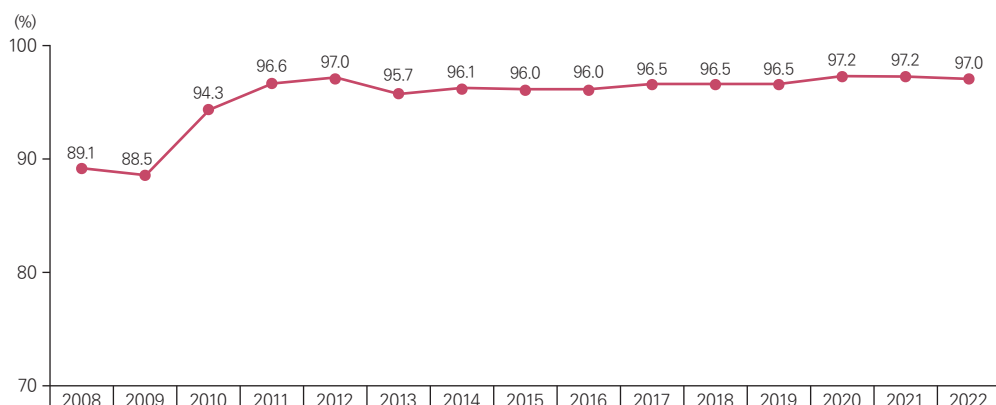
### Definitions

- ◆ **Consultation:** A system in which the consultation of another specialist in the relevant field is requested, to obtain a professional clinical opinion.
- ◆ **Responding department:** The department that responds to the request.
- ◆ **Time taken for response:** Time of response (based on the initial signature) – Time of request (based on the final signature)  
Public holidays, Saturdays, and Labor Day were excluded following Korea's relevant law.
- ◆ **Total number of cases:** Total number of regular medical consult orders made to an inpatient during the set hospitalization period.
- ◆ **Cases of response within 48 hours:** Cases where the time taken for the response was within 48 hours.
- ◆ **Percentage of response within 48 hours (%):** Number of cases response within 48 hours ÷ Total number of cases × 100



### Result

January 1, 2008 – December 31, 2022



### Interpretation

- ◆ For effective patient care, the response to consultation requests is recommended to be within 48 hours.
- ◆ The purpose is to provide appropriate treatment through cooperation among relevant clinical departments. Nowadays, the rate of response to consultation within 48 hours is maintained at more than 95%.



### Improvement

- ◆ Causal analysis and feedback for the clinical departments with a low percentage of response.
- ◆ Continuous monitoring.

Data source SNUBH EMR (Electronic Medical Record.), CDW (Clinical Data Warehouse)

Relevant Research 1) KOIHA (Korea Institute for Healthcare Accreditation) Accreditation Standard for the Acute Care Hospital  
2) SNUBH Integrated Guidelines (Consultation Guidelines)