SOP · WTG-SOP-001 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 45.3

At a glance

- Every patient who waits is told the reason for the wait on arrival.
- An updated estimate is given whenever the wait changes (WTG-FRM-002).
- Patients are told what to do if they need help while they wait, and who to ask.
- Waiting-room re-checks are carried out as set in URG-SOP-002.
- Stop and get help straight away if: a waiting patient is left without information for longer than the set update time.

1. Purpose

To make sure every patient who waits knows why, for how long, and what to do if they need help (45.3).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

Waiting is hard, and it is harder when no one says why. Telling patients the reason for the wait and giving an updated estimate keeps them calm and informed.

5. Responsibilities

Role	Responsibility	Competence
Reception lead	Tells each waiting patient the reason and the estimate	Service lead
Triage nurse	Carries out the re-checks and gives the help instruction	Service lead

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Inform.

- On arrival, tell the patient the reason for the wait and the estimate.

Key point: Informed.

Step 2. Update.

- When the wait changes, give an updated estimate and record it (WTG-FRM-002).

Key point: Updated.

Step 3. Help.

- Tell the patient what to do if they feel worse, and who to ask.
- Carry out the re-check as set in URG-SOP-002.

Key point: Helped.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Waiting patients told the reason on arrival	100%	Monthly	Reception lead	Escalate to the service lead
Estimates updated when the wait changes	100%	Monthly	Reception lead	Escalate to the service lead

14. Records

Record	Kept in	Retention
Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
WTG-FRM-002	Waiting patient update record	Record
URG-SOP-002	Waiting-room re-check (existing, reused)	SOP

17. Evidence

Reference	Note
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

- Reception & Information: The First Ten Minutes (H-02)

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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