TITLE: Patient Wait Time Monitors: Clinical Evidence

DATE: 13 April 2011

RESEARCH QUESTION

What is the clinical evidence on displaying patient wait time monitors in emergency department waiting rooms?

KEY MESSAGE

No relevant evidence-based studies were identified pertaining to displaying patient wait time monitors in emergency department waiting rooms.

METHODS

A limited literature search was conducted on key resources including PubMed, The Cochrane Library (Issue 3, 2011), University of York Centre for Reviews and Dissemination (CRD) databases, ECRI (Health Devices Gold), EuroScan, Canadian and major international health technology agencies, and a focused Internet search. The search was limited to English language articles published between January 1, 2006 and April 5, 2011. No filters were applied to limit the retrieval by study type. Internet links were provided, where available.

The summary of findings was prepared from the abstracts of the relevant information. Please note that data contained in abstracts may not always be an accurate reflection of the data contained within the full article.

RESULTS

Rapid Response reports are organized so that the higher quality evidence is presented first. Therefore, health technology assessment reports, systematic reviews, and meta-analyses are presented first. These are followed by randomized controlled trials and non-randomized studies.

The literature search did not identify any health technology assessments, systematic reviews, meta-analyses, randomized controlled trials, or non-randomized studies for clinical evidence on
displaying patient wait time monitors in emergency department waiting rooms. The appendix provides articles of potential interest.

OVERALL SUMMARY OF FINDINGS

No relevant studies were identified; therefore, no summary pertaining to the displaying of patient wait time monitors in emergency department waiting rooms can be presented. Additional articles related to this topic can be found in the appendix.
REFERENCES SUMMARIZED

Health technology assessments
No literature identified.

Systematic reviews and meta-analyses
No literature identified.

Randomized controlled trials
No literature identified.

Non-randomized studies
No literature identified.

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APPENDIX – FURTHER INFORMATION:

Additional references


3. Gamble KH. Wait watchers. Smart organizations are demonstrating that while they can't erase ED wait times, they can leverage technology to keep patients better informed. Healthc Inform. 2010 Apr;27(4):30-1. PubMed: PM20426236


