**A Modernization Approach for Government Hospital**

I have diagnosed mental illness for over 2 decades. I have schedule appointments at the government hospital, I also has been detained inside the hospital for not less than a month. On the early years, my thought of government hospital is rather straight forward; government structural design, long waiting queue, separate place or building for diagnosed treatment. So that’s why even in terms of paying large amount of money, people would choose private clinic. During these recent years everything has change, old hospital has reconstructed to innovative design and even better or at least the same standard as the commercial buildings together with advance technologies. But still the basic problem still exists, we need to wait for a long time to see a doctor, apart from lacking of doctors, the hospital even suggested to transfer the patient to other self-own hospital or even private clinic. Why is this occurred? Even with latest advance technologies and how the hospital is designed by grouping all sorts of disease and treatment together, I am rather sure this will greatly shorten waiting time, but the fact is reversed. The reason this happen is because of what will call controlling the flow of patient. Let’s take an example of my case. I have an appointment at the East Kowloon Hospital at 10:00am in the morning. At that I am very sure I am on time. But still needs to wait for almost one hour. The hospital already has completed the renovation work. I am on the third floor. There are several rooms each with one doctor inside. We the patient is at open area waiting for the doctor. As I said I have been diagnosed mental illness. This kind of illness ranges from serious to mild not talking about the ages. We the patient are grouped together waiting for the doctor to see us. I think that’s the main issue of the problem is grouping all kinds of mental symptoms together. Some of the patient even behave badly disturbing other patients, some even as small as a five-year-old child bring together along with their parents. I think everyone knows the solution, that is by separating different kinds of mental symptoms to different areas. Luckily, my hospital on the third floor has 2 sperate areas. One for mental illness and the other area psychotherapy. As I observed the other psychotherapy area is always empty may be only one to two patients waiting for the psychiatrist. To solve this solution, we need to benchmark the patients in terms of seriousness and assign to different areas. I am not the doctor; it is up to the doctor to suggest the seriousness of the patient. But I assume a 5 years old child or a mild depression symptom will not sit next to the being diagnosed as serious manic disorder patient. This type of separation facilitates the diagnosed process, usually within 5 to 8 minutes time, not more than 15 minutes to diagnosis a case. There is another advantage of this strategy is they are more willing to come. Because waiting less time and the patient sit next beside them has the same or less symptoms, this is mostly true for the depression disorder patient, comfortless is also an issue. You can also provide some magazines and soft music such as those self-owned clinic (because that is how they used to operate). To be clear I am not discriminate those with heavy or serious symptoms patients. As I said everything has a value. I suggest the doctor to give a chance for those symptoms’ patients. If they behave good, for instance cleanness, good attitude, positive thinking. May be a transfer to that area will be a choice. So, this type of flow control not only facilitate the patients waiting time but also control their personal attitude even it is outside the hospital, because that how we do in the social society. This applies to all types of hospital even if you are detained inside or outside. If detained in an hospital, of course for sure you will be dispatch earlier.

In terms of price, I am sure one day you will win back the doctors to serve for the citizens of Hong Kong. Good Luck!