

PILOT PROJECT

Yellow Schedule is an Irish SME founded by Martina Skelly and Michael Skelly. Yellow Schedule's software streamlines the operations of healthcare organisations by eliminating bottlenecks and improving workflow. They were one of the winners of the HIHI.AI Call 2025.

Yellow Schedule provides and delivers technical innovations to improve efficiency, workflow and thereby increase access to healthcare through its various solutions such as; scheduling management system, triage management, intake screening and consent forms, waiting list management, visiting solutions and data analysis tools.



Martina Skelly, CEO



Michael Skelly, CTO

About HIHI.AI

Health Innovation Hub Ireland (HIHI) recognises the potential of artificial intelligence (AI) to improve healthcare delivery, patient outcomes, and system efficiency. Growing demand on health services and increasing complexity in care highlight the need for innovative, data-driven solutions. HIHI is committed to supporting the development of AI-enabled products and services across clinical, operational, and administrative domains.

The field of AI in healthcare is rapidly evolving, encompassing applications such as diagnostic support, predictive

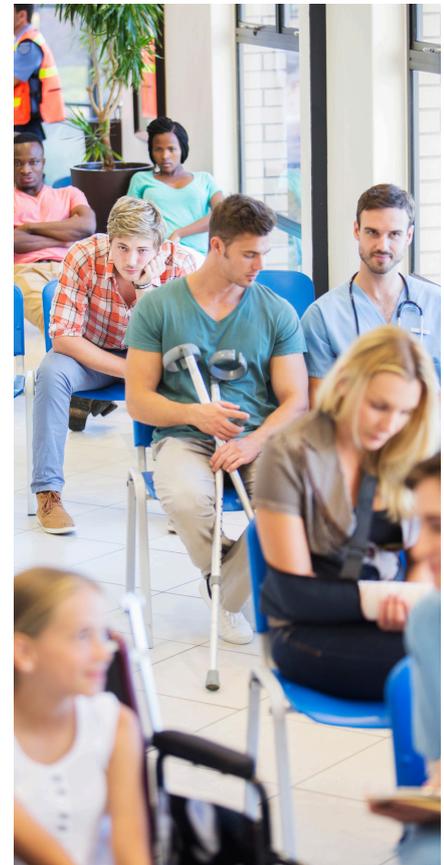
analytics, workflow optimisation, and patient engagement tools. These technologies span patient care, hospital operations, laboratory services, and broader system management, supporting more efficient and responsive healthcare systems.



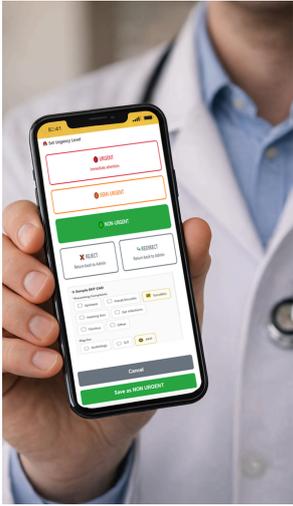
The Healthcare Challenge

Long waiting lists remain one of the most significant challenges in the Irish healthcare system. **As of March 2026, more than 631,600 patients are waiting for hospital care.** Patients referred by their GP for specialist assessment or treatment can face delays of months or even years before being seen, depending on the speciality, urgency of the referral, and the region. These delays can affect timely diagnosis, delay treatment planning, and negatively impact patient health outcomes, while also placing increased pressure on healthcare providers.

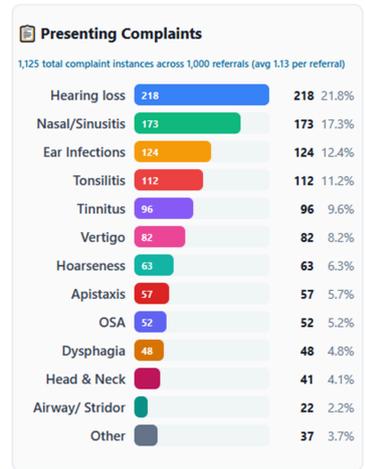
Before patients are even added to a waiting list, GP referrals must first be received, processed, and triaged. In many hospitals, this process remains largely paper-based, creating additional inefficiencies. Paper-based referral management can lead to misplaced documents, administrative time spent printing and sorting referrals, delays in getting paperwork to consultants' offices, and limited ability for consultants to triage referrals unless they are on site. It also reduces visibility of referral status and can contribute to issues such as duplicate referrals and poor tracking of referral activity.



The Health Solution



Yellow Schedule developed **Triage Link** to **digitise and streamline the hospital referral management pathway**, replacing paper-based processes that still exist in many Irish hospitals. **Designed in collaboration** with hospital management, consultants and administrative teams, Triage Link is an intuitive web and mobile solution that enables referrals to be received, reviewed, assigned and triaged electronically. Consultants can complete triage more efficiently from any location, while administrative teams gain real-time visibility of referral status, progress and outcomes. Triage Link also captures structured data throughout the pathway, reducing the risk of lost paperwork, duplication and administrative delay. The result is a **more efficient, transparent referral process** that shortens time to clinical decision-making, improves operational oversight and supports faster access to care for patients.



HIHI Role

HIHI facilitated the co-design of Triage Link with administrative, clinical and management staff. Triage Link was developed and tested iteratively in the South Infirmary Victoria University Hospital (SIVUH). HIHI conducted a pilot of Triage Link in SIVUH initially in the orthopaedic department and then across all departments in the hospital. HIHI provided clinical liaison and project management expertise, gathered feedback and analysed results.



Outcome Report

The pilot implementation of Triage Link at SIVUH delivered significant improvements in the efficiency and timeliness of referral triage across multiple departments. As of March 2026, **8,000 referrals** have been processed through Triage Link **by 38 SIVUH staff** (20 consultants and 18 central appointments staff). The platform **replaced** departmental **paper-based referral triage processes**, which were previously completed by consultants by hand, with a fully digital workflow accessible via both browser and mobile devices. The system captures structured referral data in real time, enabling more streamlined referral management.

Significant Reduction in Wait Times

The pilot demonstrated substantial reductions in referral processing and triage times across the pathway:

- The time required for **central appointments staff** to process incoming referrals, assign them, and forward them to consultants decreased from an average of 8.4 days to 0.03 days, representing a **99.6% reduction in processing time**.
- The average **consultant triage time** decreased from 16.4 days to 3.2 days, resulting in an **80% reduction**.
- Overall, the **total time required to triage referrals** decreased from 24.8 days to 3.23 days, representing an **87% reduction in end-to-end turnaround time**.

The platform is continuing to expand its **advanced reporting and analytics** capabilities, enabling consultants and senior management to access **real-time departmental oversight, trend analysis of presenting complaints**, and referral activity insights to support service planning and performance monitoring.

Testimonial

“Working with HIHI and SIVUH enabled rapid co-design with clinical and administrative end users and generated quantifiable evidence of the significantly reduced time-to-clinical-decision. Beyond the impact metrics, the pilot helped us to identify the technical and operational prerequisites for scaling, including Healthlink connectivity and reporting.”

This pilot strengthened our clinical credibility and created a reference site we can replicate across services and sites. It derisks future deployments by confirming successful and enthusiastic adoption by multiple consultants and administrative staff and provides the evidence base required to support procurement within the HSE.”

Martina Skelly,
Yellow Schedule CEO



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