

Patient Flow - Kiosks

The WebV Patient Flow Kiosk Solution enables the use of self-check in kiosks for patients within outpatient appointment areas within your organisation.

Receptionists are able to view who has checked in and at what time allowing for a smoother flow of patient through the department. This module also provides waiting room management functionality with a full audit capability.



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Module Origin

The problem

Staff across the Northern Lincolnshire & Goole NHS Foundation Trust's Outpatient Departments, were dealing with increasing issues attaining to patient management and the administration processes relating to outpatient clinics. Alongside this it was evident that audit and statistical information was difficult to extract from old manual systems and processes. The older manual systems were time consuming for both staff and the patients attending the clinics.

The WebV Solution

The Trust looked at various external provider systems relating to 'Patient Flow & Self Check-In', but decided to approach the in-house WebV Team to see if they could help develop a solution. After research and market testing the team developed a simple but intuitive front end check in solution along with a detailed back end management functionality.

The Trust engaged with a market leading hardware provider of check in kiosks and implemented their whole solution into the Trust Outpatient Clinics.

The benefits for patients, staff and the Trust

- Patients spend less time checking into outpatient clinics
- Patients do not need to openly divulge personal details such as names, addresses, dates of birth etc.
- The Trust either reduced or illuminated the need to have manned reception areas, freeing up staff time for other work
- Clinicians can see on the system which of their patients have checked in
- The system captures vital attendance information and is able to report on this
- Major improvements to Outpatient Clinic Patient Flow

Where the Module can be used

The Patient Flow Module can be utilised within any Outpatient or Clinic area that requires a digitised self-check-in and management facility.

**Self-Check-In
Kiosks**

- Ability to check in using defined check in time, month and date of birth, and first surname character
- Ability to confirm patient ID
- Confirmation of self-check in with directions
- Arrival message transmitted to PAS on successful check in
- Additional Languages made available:
 - Russian
 - Romanian
 - Polish
- Corrections made to the fall over screen in Russian language
- Language updated to Yes and No buttons in Romanian language.
- Removed phrases from success screen in Romanian, Polish and Russian language
- Updated wording when confirming appointment time
- Reversed order of numbers for month
- Punctuation added to Russian and Romanian screens
- Language changed on the patient detail summary in Polish
- Subtitle removed from 'No' Russian screen
- Removed subtitle from Too Late to Check in Screen in Polish version
- Corrected Polish/English language mix on the fall over screen
- Amended wording on the error screen.
- Last name renamed to Surname
- Polish fall over screen updates
- Ability to acknowledge arrived patients from a new pre-defined outpatient appointment list.
- Zone number images added to the directions page.
- Ability for patient to select ethnic group when checking in if the details are not stored in the patient administration system.
- Ability for patients to continue checking in when credentials match another patient's with an appointment on the same day.
- Ability for patients to check in for all appointments within the configured time.
- Patient additional demographics displayed after checking in.
- Backend ability to turn on/off first Kiosk Screen asking patient if their appointment before a certain time.
- Filters for Area and Clinic added to the patient self check in list