Qmatic Small Clinic Solution

Improving patient experience and staff working environement

Patient experience is not just about the medical procedures, it's about the entire journey, from reception through to treatment and back.
Patients are worried, anxious and sometimes in pain. Making the visit secure, relaxed and comfortable is important and possible with Qmatic system. Doing this will also improve the way nurses and physicians communicate and interact with patients, in the end a better working environment and a more efficient care process.

Studies show that up to 65% of patient's rate waiting times in clinics as unsatisfactory and 34% of patients said they would change their habits based on their experience. *

PRODUCTS USED

- Touch screen kiosk
- Qmatic Solo SW
- Reception SW
- Qmatic SMS SW
- Qmatic Spotlight
- LCD/LED screens
- SW or HW terminals

26% improvement in admission productivity

HOW IT WORKS

Patients check in through a self-service kiosk touchscreen or through a reception terminal. The patients also have the option to put in their mobile phone number to use SMS to inform them and to call them to the doctor. A ticket can then be issued with a queue number or name, depending on if you focus privacy or want to make it more personal. Any message can to be displayed on the touch screen and ticket or in an SMS, i.e. waiting times. The patients can then sit and wait to be called to the doctor without worrying about the process and monitoring their place in the queue.

The system is set up to call and direct the patient to the right doctor and room, either through SMS or screens with integrated media and/or smaller LED's with a bright and clear appearance. No need for nurses to spend all their time to track, inform and guide patients.

The system also automatically informs staff, through notifications, about new arrivals, number of patients waiting and waiting and treatment times. Statistical reports to management are automatically generated and sent, to monitor and improve operations.

Solo is easy to install and use through the web based interface. It can be set up within a network or standalone. All to keep things simple and limit technical obstacles and cost.

BENEFITS

⇒ Automated self-check in process
⇒ Staff notification when patients arriving
⇒ Less stress and confusion for patients and staff
⇒ Enhanced patient privacy
⇒ Reduce perceived and real waiting time
⇒ Less time for nurses to inform about waiting times and place in process
⇒ Offers real time monitoring and alerts of patient and staff situation

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Qmatic leads the way in maximizing face-to-face customer touch point opportunities. Qmatic's solutions integrate the virtual/on-line and the real world, to help generate a seamless customer experience. With leading positions in Finance, Retail, Healthcare and Public sectors, Qmatic offers a global footprint, operating in over 120 countries through subsidiaries and partner network.

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** (McCarthy, McGee, & O'Boyle and PricewaterhouseCoopers)*