

Patient flow management in **healthcare**

Our solutions enable you to reduce admission waiting times in order to provide a high standard reception at your health centre. Patient journeys are simplified and appointments are easily managed. Our solutions include a dashboard tool which allows you to organise staff allocation according to demand.

ESII cares about your health centre reception ...

Solutions

for optimizing
the patient journey in your
health care establishment

Increase service quality
Respect confidentiality
Reduce waiting times

Organize Your Patients' Journey

The patients' journey starts from, the moment an appointment is scheduled. To increase the percentage of kept appointments, a booking confirmation and appointment reminder are sent to the patient by email or SMS. Patients can easily cancel an appointment by clicking on a link in the confirmation message.



Patients check-in on arrival at a health centre at a self-service kiosk by entering an ID code, scanning a bar code or inserting their health card. If the need arises, a member of the reception team can assist them with this. Our system can also manage unusual data entries such as patients arriving early or late for their appointment.

Our solution supports the patient from start to finish, directing them to different services according to their needs. From admission to discharge, each patient has a single ticket which is used for all services to simplify their journey and ensure confidentiality.

With our solutions, services are instantly informed of a patient's arrival, whether or not they had booked an appointment. This allows reception teams to prepare for and personalise each patient's visit.



A Positive Working Environment

As a result of our solutions, patients are more relaxed during consultations with medical staff. Medical professionals are always aware who is attending the clinic and the reason for their visit. Moreover, a patient's journey can still be traced following referral to other services. Your staff will find our patient flow management solutions both practical and easy to use.

Testimonial "With three waiting rooms and one reception desk and 300 gynecology and obstetrics consultations per day, we quickly realised that we would need a system to support us. On arrival at the clinic, the patient checks in at a self-service kiosk. The system knows when and where the patient has an appointment and directs them to the different services they need to attend throughout their visit. This means that staff are immediately informed that their patient has arrived (with or without an appointment) and so do not need to look for them in the waiting area."

Michel Biressi, Information System Manager of the Cochin-Broca-Hôtel Dieu Hospital Complex

Testimonial

"Specific waiting time displays geared towards patients with disabilities, other patients, consultants and health care professionals are a valuable tool taking everyone's needs into account. This consideration of patient flow in terms of category and wait time allows for optimal staff allocation."

Nathalie LAFORET, Head of Admissions, Nîmes Hospital

Providing Accurate Information for a Calmer Waiting Experience

Informed and reassured that their request has been processed, your patients will be more relaxed. Our solutions avoid any confusions over which patient is next to be seen. Your patients are provided with up-to date information on wait times on display screens which can also be used to publicise other information. When the patient call flashes on a screen, the perceived waiting time is reduced. Perceived wait is reduced.

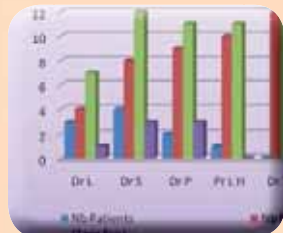


A High Standard Health Centre Reception

Our reception solutions lead to; improved staff/patient relations, improved service provision and lower costs. The ESII package facilitates certification from different health authorities worldwide.

Reaching Targets

Colour coded indicators provide up to date information on screen about any changes in waiting time. The simulation tool allows staff to anticipate overcrowding and respond



Pre-empting Staffing Requirements

ESII's dashboards allow you to predict the number of staff needed and to organise them accordingly. This ensures an improved reception process and a significant reduction in waiting time.

These hospitals trust in ESII patient flow management solutions :

Andover Hospital, United Kingdom
Avignon Hospital, France
Beauvais Hospital, France
Bordeaux Pellegrin Hospital, France
CH Cochin (APHP) Paris, France
CRLC Val d'Aurelle, France
HIA Robert Picque, France
Hôpital Principal, Institut Pasteur, Dakar, Senegal
Hospital del Sacrat Corazon, General LAB, Spain
Hospital Quiron, Spain
Kluang Specialist Hospital, Johor Bahru, Malaysia
Institute Jean-Godinot, France
Nancy-Brabois Hospital, France
Nantes Hospital, France
Perigueux Hospital, France
Polyclinique Saint Jean, France
St Anne's Hospital, France
SRI Bergen, Oslo, Lillestrom, Norway

and over 300 others.



- 1 Patient arrival :** Check in with social security smart card reader, identify reason for visit, identify pre-booked appointments & direct to appropriate service (Either interactive kiosk, ticket machines and/or reception staff).
- 2 Appointment management :** Appointment allocation at hospital reception or online using e-Appointment™, identification of patient's appointment on arrival & management of unusual cases (patients arriving early, late or without appointment).
- 3 Relaxed waiting experience :** informed and reassured patients, conflict-free queuing, virtual queuing and a perceived reduction of waiting time through video communication.
- 4 Reception :** Confidentiality ensured through ID numbers, real-time information displayed on screen with up-coming patient calls, software providing an interface with patient files. Access to information via Social Services Smartcards avoids duplicate records.
- 5 Backup :** Reorganisation of staff, alert tool, and specific appointment alerts.
- 6 Management :** Real time supervision to optimise services and analyse activity and quality indicators.

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ESII Reception Technology
Powered by Innovation

