QUEUE MANAGER

The smart way to manage Outpatient check-in and appointments in your hospital
OUTPATIENT CHECK-IN MADE EASY FOR PATIENTS AND STAFF

Reduce wait times and help improve patient satisfaction by automating your Outpatient Department check-in process.

Queue Manager is a complete outpatient check-in solution, developed in partnership with leading Australian hospitals. When a patient attends your Outpatient Department, Queue Manager captures and verifies their patient information and automatically updates your clinical, patient administration, and billing systems. It also records the patient arrival time and status, assisting in more efficient scheduling.

Overcoming hospital challenges
Busy hospital outpatient departments face a number of issues for both patients and staff. These include a high number of failure-to-attends or did-not-waits, poor data compliance, high levels of staff overtime, long wait times and limited visibility of the patient journey. Hospitals need a simple, streamlined process. Patients need a seamless and informative arrival experience and regular updates of any delays. Staff need clear visualisation of all activity for all clinicians, their patients and the associated flow of activity. And all this needs to be tightly integrated with existing systems and processes.

A more efficient Outpatient Department
When the patient arrives, they use the Queue Manager kiosk or mobile device to check-in for their appointment. Their contact and demographic details are verified, and their arrival time and status is recorded. Patients can also swipe their Medicare or DVA card (or country specific ID card) to provide further details. If critical details are missing, payment is required, or if appointment information is invalid the patient can be directed appropriately to update their details. This saves time for your front line staff, and improves vital data capture.

An improved patient journey
Progress throughout the appointment can be tracked by clinical and administrative staff using Queue Manager to ensure patients are being seen in a timely manner and in the order of priority. Colour coding identifies the appointment status and progress, including arrived or late patients, “did not attends”, and completed appointments.

KEY BENEFITS

1. **CHECK-IN MADE SIMPLE**
  患者的挂号程序简单易行，立即完成，无需在前台排队。

2. **QUALITY DATA CAPTURE**
   患者的个人信息在挂号时自动捕获并验证，以减少错误。

3. **REDUCED WAIT TIMES**
   患者到达和状态信息的捕获和验证使得安排更加有效，帮助减少患者的等待时间和员工的加班。

4. **PATIENT CARE, NOT PAPERWORK**
   自动化挂号过程允许工作人员更专注于照顾患者，而不是处理纸质文件。
Queue Manager has radically improved patient movement through our outpatient clinics.

Kristy Brown, Patient Systems Manager, Queensland Metro North Health Services District

Patient self-check-in at clinics at the Austin Hospital / Olivia Newton John Cancer Centre! Just like Qantas – very cool.

David Hansen, CEO, CSIRO Australian e-Health Research Centre - via Twitter

## Queue Manager Outcomes*

- **67%** reduction in did-not-waits
- **2 FTE** saving from patient check-in activities
- **50%** reduction in time patients spend in Outpatients
- **ZERO** code greys
- **$22K** increase in revenue per month

### How Queue Manager Works

- **Patient checks-in at an Outpatient Department kiosk or mobile device**
- **Patient arrival time and status is recorded and their information is verified. If data is incomplete, the patient is directed to the appropriate area**
- **Patient is provided visual wayfinding information to aid them**
- **Patient progress throughout the appointment is tracked by clinical and administrative staff**
- **Patient receives SMS updates on their appointment status**
- **Dashboards or journey boards display the appointment status of each patient, allowing each department to call on patients as they are ready**

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* as at May 2016

## Queue Manager Outcomes*

### Improved Compliance

- **5 SIMPLE PATIENT TRACKING**
  - Easy to use configurable dashboard allows tracking of patient progress through appointment at a glance.

- **6 ALL IN ONE PLACE**
  - Retrieves and updates data from existing hospital systems providing clinicians one portal to access the patient information they need.

- **7 IMPROVED COMPLIANCE**
  - Patient data is automatically updated in your clinical, patient administration, and billing systems for statutory reporting.

- **8 INTERNATIONAL STANDARD**
  - Connectivity methods to access and transmit data include direct data access and HL7 messaging.
ABOUT TELSTRA HEALTH

The way health is delivered is changing. Telstra Health is leading that change by building solutions for a better connected health system. Regardless of the role you play in the healthcare system, patient or practitioner, provider or government, our goal is the same – we want to make health care easier for you.

We want to deliver a better experience, lower costs and increased convenience. We want to make healthcare simpler for everyone. That’s why we’ve invested in digital health solutions across the health system – including general practice, aged and residential care, hospitals, radiology and pathology, pharmacy and indigenous care, health analytics and telemedicine.

And we’re connecting those services together to empower patients in their own health, free healthcare workers from paperwork, make all that medical data meaningful and create a single record for a person’s medical history.

For more information
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