

HSS Patient Kiosk with Intouch: Self-service Check-in & Clinic Management

Introduction

HSS ensures that its leading Radiology Information System – CRIS – remains the most functionally rich system available by continually investing in research and development. As the market's leading RIS provider, HSS works closely with many PACS suppliers and niche solution providers. While HSS is expert in the development and provision of RIS systems, it recognises the expertise of fellow market leaders and the value that can be derived from supplying a seamlessly integrated best of breed solution. This allows HSS to focus on what it does best, while its users benefit from a single sourced, multi-faceted and highly functionally rich solution, developed in partnership and collaboration with a long list of industry partners.

HSS Patient Kiosks – powered by Intouch

HSS works with Intouch to provide an enhanced touchscreen kiosk solution, integrated into CRIS, to enable patients to receive clear directions without having to queue, while clinics can track patients' progress and generate insightful management reports.

Intouch check-in kiosk

This easy to use patient check-in module is designed to enable patients to register their arrival for a pre-booked appointment without the need to attend reception. The system has been designed to be intuitive and easy to use, to encourage the majority of patients to check themselves in for their appointment which in turn ensures the Trust secures a quick return on their investment.

Accessibility and Usability

The In Touch self-service kiosks can be customised to display a range of languages, screen heights, font sizes and colours allowing the vast majority of patients to use the kiosk. In clinics where the solution is in use, figures indicate that between 50% and 70% of patients will use the kiosks immediately. Experience indicates 41% of users are aged 60 or over, proving that age is not a barrier to adoption.

Improving the patient experience

The emphasis is on improving the patient experience by fast tracking patients through the check-in process and keeping them better informed about the status of their clinic. By eliminating check-in queues and allowing patients to self check-in, reception staff can be released to address more value added tasks or be redeployed to other areas. Patients are also more relaxed and comfortable in preparation for their appointment. Using interactive touch screen kiosks, patients can check-in by either scanning a barcoded appointment letter containing their appointment details, or by entering their name and postcode to identify their appointment. When a successful check-in is complete, a message is displayed advising the patient which waiting area to proceed to for their appointment.

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Check-in kiosk options

Intouch supply a number of check-in kiosk options, including: 3 Sided Prism Kiosks, single kiosks, options in free-standing, wall mounted or desk mounted models. All of these kiosk surrounds come integrated with a leading touch-screen model of its type and associated peripheral devices such as bar code scanners.



Benefits

Intouch works with Flow Manager so that PAS generated flags are validated at point of check-in. Intouch benefits include:

- Supports multiple languages.
- Allows patients to check demographics and offers the functionality for the patient to update their details on the kiosk, or be sent to reception for Trust staff to validate changes
- Allows mini questionnaires to be added to the check-in process e.g. "UK Resident" question.
- Gives specific messages, i.e. early for their appointment messages, late for their appointment messages and patient or group specific messages at the point of check-in.
- Defined location directional messaging from any kiosk to any location across the clinic, Hospital or Trust.

It is also possible for HSS to provide integration with other check-in providers. If you would like further information, please contact the HSS sales team. HSS CRIS and the associated software modules are available directly from HSS or via the NHS Supply Chain Framework. For more information or to discuss your requirements please email: sales@hssnet.com.

NHS
NHS Supply Chain

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