Automated Hospital Outpatient Flow Solutions
Fingermark Health Technologies

Providing enhanced hospital efficiencies and greater patient experiences

Fingermark is a privately owned company, whose core expertise is in developing interactive display solutions, for self-serve applications across a broad array of markets.

The premise of such solutions is to enhance the customer experience, while delivering cost and efficiency benefits to the enterprise.

Fingermark’s Outpatient Flow Solutions leverage modern display and software technologies to enable the outpatient to undertake a self-assisted passage from the hospital entrance to the consultation room, thereby greatly increasing patient convenience and hospital operating efficiencies.
The Challenge for today’s hospitals

Hospitals are under ever-increasing pressure to provide a more patient-centric approach to healthcare delivery, while at the same time channel as much revenue as possible to front line care.

Trying to reduce costs and improve the quality of service concurrently, is a constant juggling act. Outdated systems equate to more administrative staff, larger waiting areas, an excess of DNA’s, anxious patients, frustrated staff and inaccurate patient information, all of which impacts on the customer experience and the hospital’s bottom line. Fingermark’s Outpatient Flow Solutions address many of these issues delivering real and tangible benefits to the patient and hospital alike.
Patient Self-Registration

The self-registration kiosk allows outpatients to do an automated check-in, avoiding the need to wait in lengthy queues to see a receptionist.

Outpatients simply scan their bar-coded appointment letter which brings up their demographic details (if there is no bar code, patients do a manual check-in by authenticating their identity) which they then confirm or amend and submit. The system then automatically updates the Patient Administration System and the Queue Management System. The kiosk then prints the outpatients’ appointment number and brings up directional information on how to reach their clinic.

Self-Registration Benefits

- Multi-lingual options available
- Reduces lengthy queues & waiting times
- Improves accuracy of patient information on file
- Reduces required number of hospital receptionists
- Improves the customer experience
Dynamic Way Finding

The dynamic way finding functionality enables patients to intuitively find the best route to their destination using one of the way finding kiosks.

The way finding functionality is automatically triggered by bar code - or alternatively users can key in their destination.

The system automatically displays the best route to the destination on a detailed map of the hospital, as well as providing written instructions in a series of easy to follow steps. Instructions can be downloaded onto a smartphone using the QR code functionality.

Way Finding kiosks are positioned at all the main entrance ways to the hospital, with outdoor kiosk options also available.

Way Finding Benefits

- Automatically triggered by bar code or manual input of destination
- Health messaging capability available on optional secondary screen
- Written instructions provided as a series of easy to follow steps
- Reduces the numbers of staff enquiries for directional assistance
- Allows for look-up capability on other hospital services and facilities
- Reduces anxiety and provides a better experience for the patient
- Reduces DNA’s and ensures that patients reach their appointment on time
- Dynamic route plotting on digital maps
Digital Directional Signage

Elements of the traditional static signage are replaced with ‘intelligent’ wall mounted digital displays.

Displays provide directional signage in passive mode, but enables patients to check their location and route when the way finding mode is selected. Displays are located at the main points of confluence or navigation decision points throughout the hospital.

Digital Signage Benefits

- Displays provide both directional signage and route finding information
- Ability for administrative staff to remotely change screen content
- Displays triggered by bar code or manual input of destination
- Enhances the patient journey
- Assists patients to reach their destination
- Reduces the number of enquiries
Queue Management

The queue management system is triggered when the patient self-registers.

Once the self-registration kiosk issues an appointment number, the master booking system is notified that the patient has checked-in and their status is changed from 'appointment' to 'checked-in', enabling clinical staff to check on a patient’s status at any time. The system also triggers the appointment alert function which automatically despatches appointment reminders via SMS to the patient’s phone at predetermined intervals.

Queue Management Benefits

- Enables staff to check on patient status real-time
- Automatically sends appointment alerts to patients
- Ensures patients reach their appointment on time
- Enables hospital staff to manage patient queues
The automated patient calling system keeps patients updated on their status and enables clinicians to call patients forward directly from their consulting room.

Consultants have access to the queue management system and the patient’s ‘checked-in’ status and can call patients forward without going via the wait room reception or without leaving their room. Patients are notified via messaging on conveniently located displays. The active screen area on the displays is divided into a number of configurable zones, enabling patient entertainment, patient calling and instant messaging to all play at the same time.

Automated Patient Calling Benefits
- Reduces the number of reception staff required
- Keeps the patient updated on their status
- Enables clinical staff to run real time messages
- Allows consultants to call patients forward directly from their rooms
- Reduces perceived wait times with dynamic digital entertainment
Here’s How We Can Help You

Fingermark’s Outpatient Flow Solutions can assist the operational efficiency of your hospital.

Improving the hospital through:

• Assisting staff with better queue management tools
• Reducing wait times through self-registration
• Increasing the accuracy of patient information and reducing double handling of information
• Providing assistance in multiple language options
• Reducing staff enquiries and interruptions
• Facilitating the patient journey
• Reducing the number of DNA’s
• Enhancing the patient experience
Providing today’s Hospitals with a Seamless Solution

Fingermark’s technologies are offered as a total solution or as modules, dependent upon priorities.

The Fingermark offering includes:
- All hardware customised for your needs
- All user interfaces, software and remote content management systems
- Integration tools to plug into your Hospital Management Systems
- Installation, ongoing support and updates
For further information about Fingermark’s Patient Flow Solutions contact

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