



# REALTIME CLINIC MANAGEMENT

Managing out patients through the hospital and through clinics can be a very stressful task. Patients regularly turn up in large numbers, at the same time often demanding immediate attention, extending the waiting time for patients. Taking a patient centric approach and infusing lean techniques into the process, a much smoother clinic management experience can be achieved benefiting both staff and the patient.

Swiftqueue have implemented best practice in automating the flow of the patient from the moment they arrive at the hospital. At the online registration stage, the patient can confirm attendance, alert clinicians

to their presence, receive guidance to the location of the clinic and be called in to the clinic at the appointed time. Administrators and Clinicians can set clinic rules, adjust capacity to meet demand and can identify patients with special requirements to be addressed at clinic time. Automated reporting will highlight patients requiring additional reminders to reduce DNA's and ensure a full clinic attendance each day.

Everyone is a winner with Swiftqueue's patient flow and clinic management functionality. Clinicians can specify co-ordinated care pathways that are easy for patients to follow and complete.

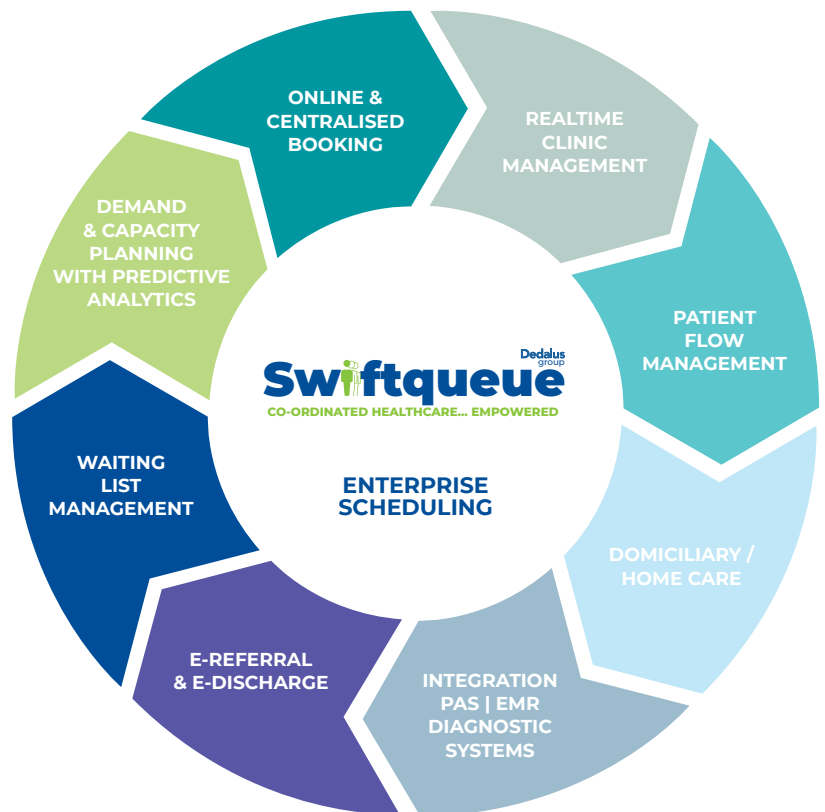
Patient appointments can be streamlined and a clear set of timings can be presented to patients for an appointment or multiple appointments on the same day. Clinic administrators can manage capacity, adjust resources to address immediate demands, automate reporting and predict future demand.

The hospital can coordinate appointments across various specialties, on demand appointments and reduce the stress of managing clinics, particularly multidisciplinary team appointment scheduling and on demand appointments.

# SWIFTQUEUE SOLUTION DELIVERED AS PART OF THE ENTERPRISE PLATFORM

## Key benefits of the proposed solution:

- ✓ Easy to use registration on web via iPhone, iPad or computer
- ✓ Easy set-up of administration, management and capacity planning of clinics
- ✓ Realtime adjustment to schedules based on demand fluctuations
- ✓ Management of clinician and clinic management rules
- ✓ Support of the day to day management of day wards with deep analytical insights to support smooth pathways for patients (Oncology, Cardiology and Endoscopy etc)
- ✓ Automated reporting for all clinics based on the patient flow
- ✓ Predictive analytics including managing DNA's and maximizing staff based on attendance.



## ADDITIONAL FUNCTIONALITY AVAILABLE



### MANAGEMENT OF WAITING LISTS

from referral to appointment scheduling.



### COMPLEX APPOINTMENT MANAGEMENT

with audited communication for all stakeholders within the hospital, primary care, community and Pharmacy care settings.



### DOMICILIARY CARE

providing preventative home care visits and manage virtual wards for "hospital in the home" or post an acute episode in hospital.



### SYSTEM INTEGRATION

is available to a range of existing PAS, EMR via HL7 and FHIR API's.