

IMPERIAL COLLEGE HEALTHCARE - RADIOLOGY AND **SWIFTQUEUE™**

SOLUTION OVERVIEW



Swiftqueue integrates referrals electronically from Soliton RIS with two-way interface.



Configured workflows ensure compliance with modality-specific validation and business rules.



Patient communications, via email, SMS, and Patient Portal, Cover Confirmation, Preparation, and Reminder messages for all appointments.



Post-vetting, Swiftqueue activates the referral in the 'Active' worklist, prompting patient invitation to book appointments through email and SMS.



Patients complete safety questionnaires, select appointment slots, and receive Appointment Confirmation and preparation details.



After verification, the referral moves to the Attending worklist; Swiftqueue allows patients to cancel and reschedule within clinic rules for the selected modality e.g. X-Ray.

RESULTS

5,841

Appointments
booked online

29,205

Est. Minutes
saved in
admin time

486.75

Hours over
3 months

81.125

Hours per month

~20

Hours per
week saved for
Imperial Admin
Team

- Imperial has been live for over six months now and they are reporting significant reductions in DNA rates, a saving of 5 mins per appointment in administrative time and an increase in efficiency when patients book online with Swiftqueue, as well as an overall level of increased satisfaction from both patients and staff

- DNA Rates reduced from 15% to under 3%
- Estimated yearly savings with reduction in DNA rate is over £200,000 for the hospital
- 97.5% of their patients adopt online booking within 7 days across all demographics.

"Significant reduction in admin time and significant reduction in DNA's".

Laurence Musker

"Swiftqueue saves 5 minutes of admin time for every appointment booked online"

Poopak Sagedhi