# Queue Management

PATIENT ENGAGEMENT

Modernise the check-in, queueing and wait experience... and beyond.
Five Faces' Queue Management solution is suitable for walk-in and pre-booked appointment workflows and is easily deployed across departments, from outpatients to emergency.

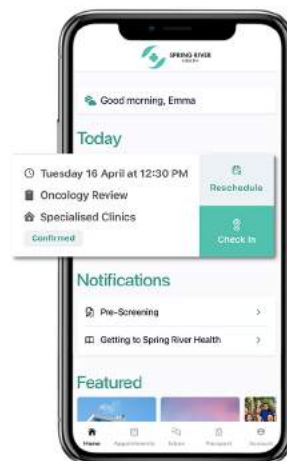## A STREAMLINED EXPERIENCE FOR PATIENTS AND HOSPITALS

PATIENT FLOW

- Optimise flow for **'day of' services**

- Provide **real-time visibility of patient status** for clinicians and administration staff to alleviate bottlenecks

- **Reduce waiting times, no shows**, and improve the wait experience

- Provide a **multi-lingual and fully accessible** patient experience
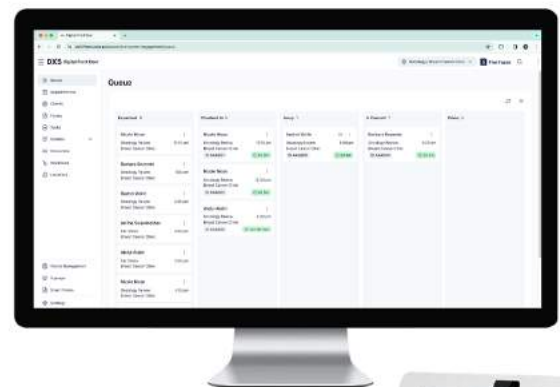
CHECK-IN

- Provide **self-service check-in** options to **reduce physical queues**

- **Cater to all abilities** with mobile check-in and patient passports, self-service kiosks, or staff-assisted check-in

- Capture **patient information, screening or triage questions** during the check-in process

Queue Management

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QUEUE MANAGEMENT & WAIT EXPERIENCE

- Allow patients to wait comfortably outside waiting rooms using **mobile reminders and wait time updates**

- **Streamline queues by categorising and prioritising patients**, allowing staff to assign patients effectively and view patient status and wait times

- Further **enhance the wait experience** with informative digital signage, entertainment and calling displays
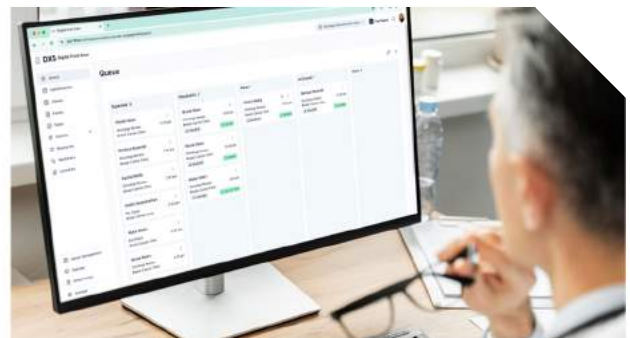
PRE- AND POST-VISIT

- Extend the solution to cater for **pre-booked appointment workflows** – such as requesting changes, issuing information and reminders, providing location and wayfinding information, and streamlining check-in

- **Create follow-up visit workflows** – such as feedback requests and surveys, follow-up care information and further appointments

EASY CONFIGURATION & WORKFLOWS

- Use **self-configuration** to add branding, define business rules and create queueing workflows, digital forms and messages – without developers

- Innovate and **make changes quickly**

DASHBOARDS & REPORTING

- Provide **instant visibility into patient flow** and operational issues with bespoke dashboards

- **Integrate with your existing BI tools** with a comprehensive reporting database

TRUSTED BY HEALTH LEADERS

*"In some of our Women's and Babies' clinics, we've actually seen a decrease in wait times from **30 minutes down to 7 minutes**... that's definitely increased our patient satisfaction."*

– Alexandra Wagstaff, Director of Digital Health and Innovation & CIO, Sydney Local Health District