

Patient Check-in Solution

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Infosys Patient Check-in solution digitizes the experience of patients from the time he/she walks into the provider office and exit out of the office.



Challenges

The key challenge in patient check in process is to provide digital experience and human assistance simultaneously during in-person visit to provider's office. Healthcare providers are finding very difficult to keep up with in-person experience from patients post this pandemic. Lack of solutions for unified experience is adding further challenges into this current situation.

Ideal Solution

Infosys patient check in app enables Physician Assistants, Admins to check in patients at providers office. It digitizes the complete experience of patients from the time he/she walks into the provider office and exit out of the office, it serves all the needs of customer starting from check in, reschedule appointment, schedule follow up, record payments, print/email consultation summary.

Desired Outcomes

- Automate appointment confirmation
- Frees Up Time for the admin Staff and physician's assistance
- Improves Patient Care
- Improves Waiting Experience
- Streamlines Workflows
- Fewer Missed Appointments



Infosys Patient Check-in Solution



Infosys Patient Check-in solution digitizes the experience of patients from the time he/she walks into the provider office and exit out of the office.

Seamless Experience

This solution provides enhanced experience for patient from the time walk into provider's office till exit out through guided check in, optimized wait time, paperless consultation summary

Productivity

Admin in providers office is enabled to server patients through digitally curated process, Physician's assistants documenting consultation summary and check out within same platform.

Connected

Beside in app notifications, SMS and emails are triggered upon change in appointments helps patients to stay connected with doctor's office all the time.