WIB Patient Queue Management Solution

1.1   Users and Groups

Username	Designation	Password
Administrator		elo
Thembi Moloi/t.moloi	Front Desk	elo
Mashudu Mkhabela/m.mkhabela	Neonatal	elo
Lesego Motaung/l.motaung	Paediatrician	elo
Cornelius Turner/c.turner	Optometry	elo
Sibongile Mabena/s.mabena	Dentistry	elo
Francis Mokena/f.mokoena	General Care	elo
Lebohang Ntuli/l.ntuli	Pharmacy	elo
Thapelo Cloete/t.cloete	Queue Admin	elo

The queue management solution assists in the registration and routing of patients in the hospital.

Hospital staff assist in the registration of patients and these patients are routed into their purpose of visit in the hospital such as the paediatric unit demonstrated in this solution and from there the patient can either be sent to the pharmacy for medicine collection or sent to be checked out on one of the kiosks is the facility.

1.2   Presentation Summary

The patient will be registered by **Thembi Moloi,** who is responsible for all patient registrations in the front desk then the patient will be routed to the paediatric unit and **Lesego Motaung** will be responsible for checking in the patient and route them to **Thapelo Cloete** to check them out on the kiosk provided.
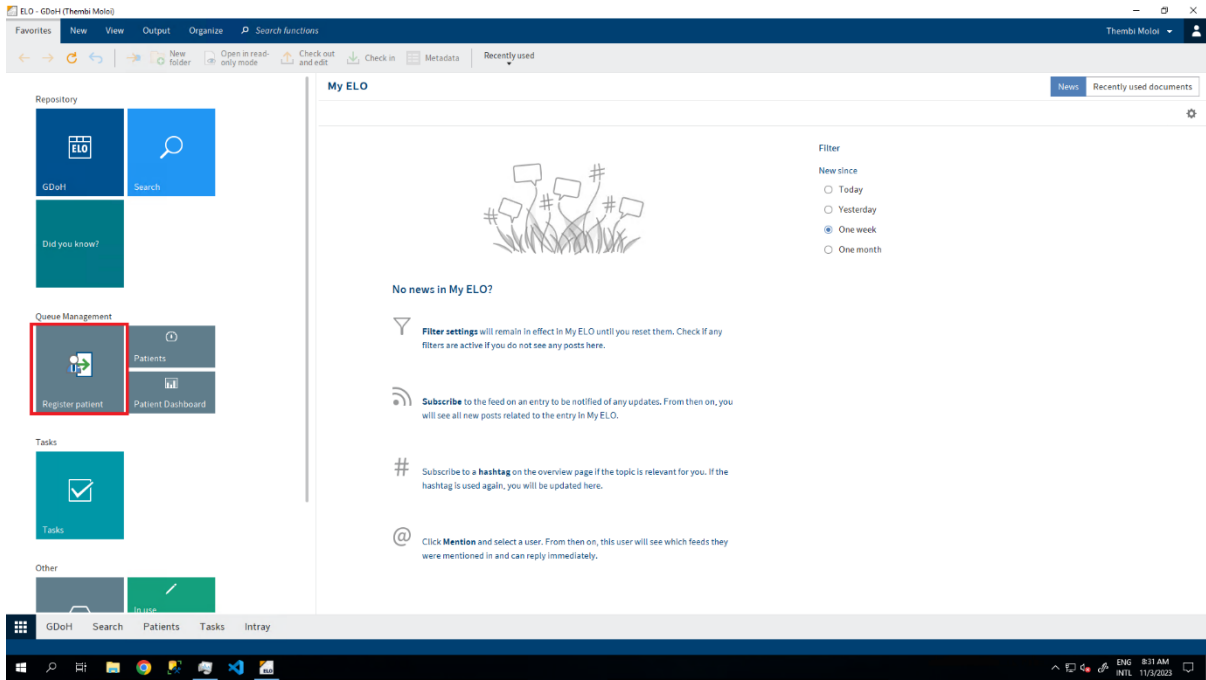
- Login on the Java Client as **t.moloi (Front Desk),**
- Login on the Workflow Client as **l.motaung (Paediatrician),**
- Then lastly use the Web Client as **t.cloete (Queue admin).**
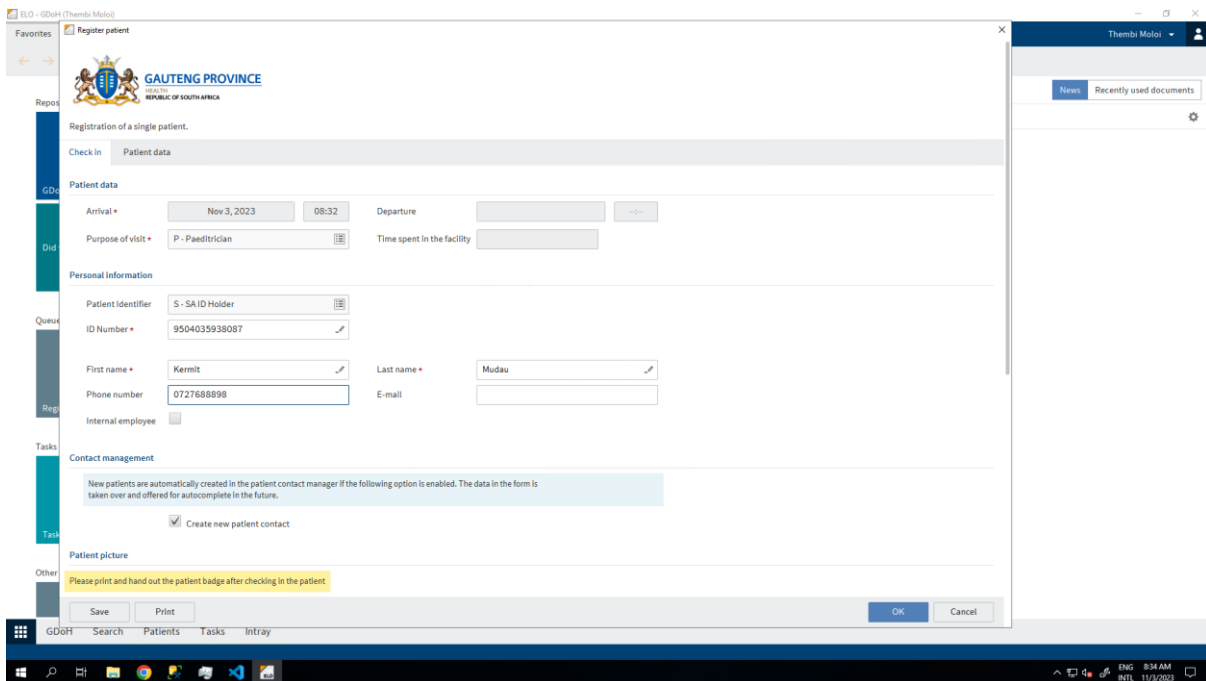
1.3 Register patient.

Login on the Java Client as **t.moloi** and password **elo.**
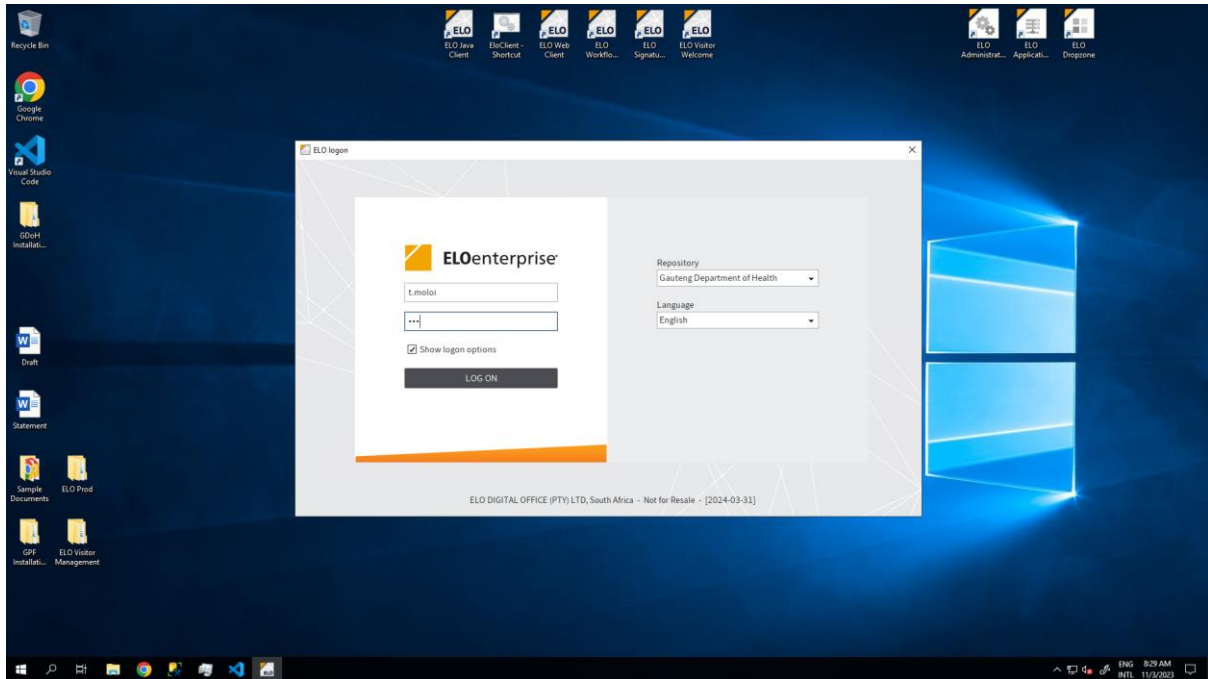
Once logged in, navigate to the tiles section, and click **Register Patient,** to perform registration of a single patient.
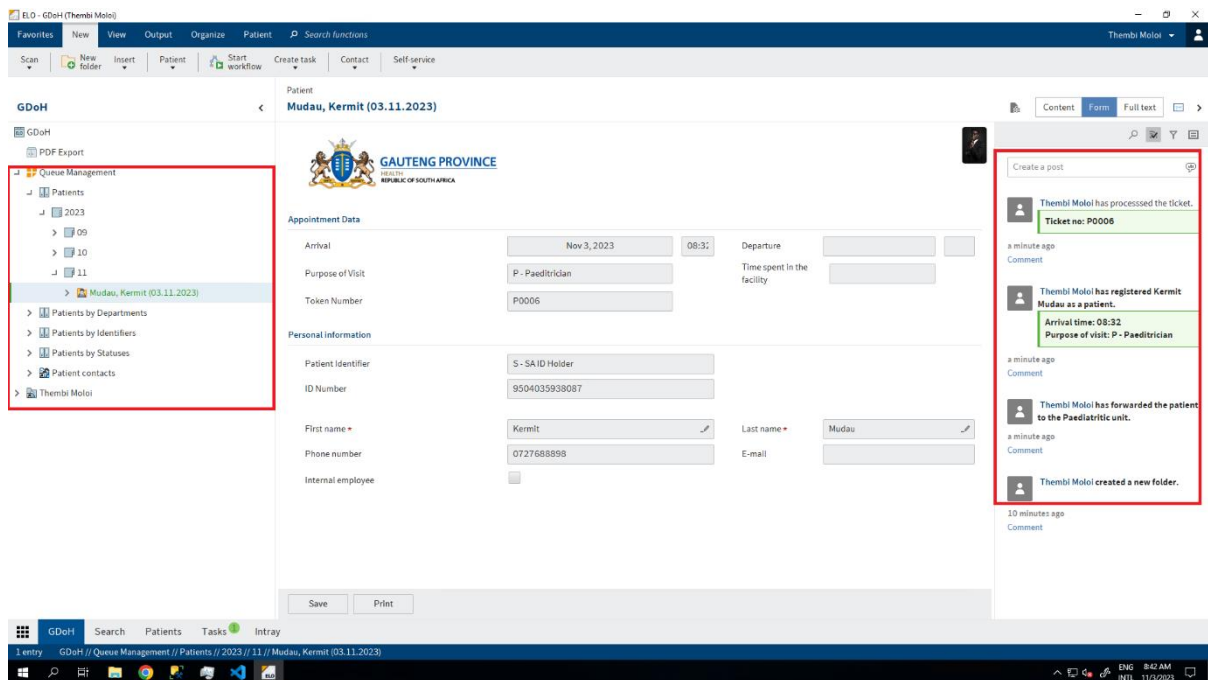

Once clicked, the user will be prompted to provide the patient details and their purpose of visit in the facility.

- The first input filed denotes the read-only values of the current time and date which is essentially the arrival time,
- Select the purpose of the visit in the keyword list provided e.g., P – Paediatrician,
- The personal information area requires the capturer to select the patient identifier and the required fields will be invoked such as selecting the SA ID Holder will require a valid SA ID,
- Provide the first and last name, phone number and optionally provide the email address.
- In the contact management checkbox, check the **create new patient contact** to create the patient in the patient list/ database.
- Capture the biometrics or the patient picture with the aid of the webcam hosted in the kiosk.
- Once all the fields are captured click **OK** to register the patient.

The newly created patient will be visible in the tree hierarchy and the information is previewed together with the automated feed on the left-hand-side.

1.4 Print patient badge

After registration, the patient then receives a printed-out patient token which will consist of all their details, and they can use it for the rest of their visit on that specific day.

- In the patient tab on the navigation bar, click the **Create patient badge** function to create a new patient badge.

1.5   Check-in Patient

Once the patient has been routed to the consultation unit they are visiting, they are placed on an automated queue.

- Login to the ELO workflow client with **l.motaung (Paediatrician),** the tickets are sorted according to their time of arrival. Lesego will need to accept the ticket and then assist the patient.
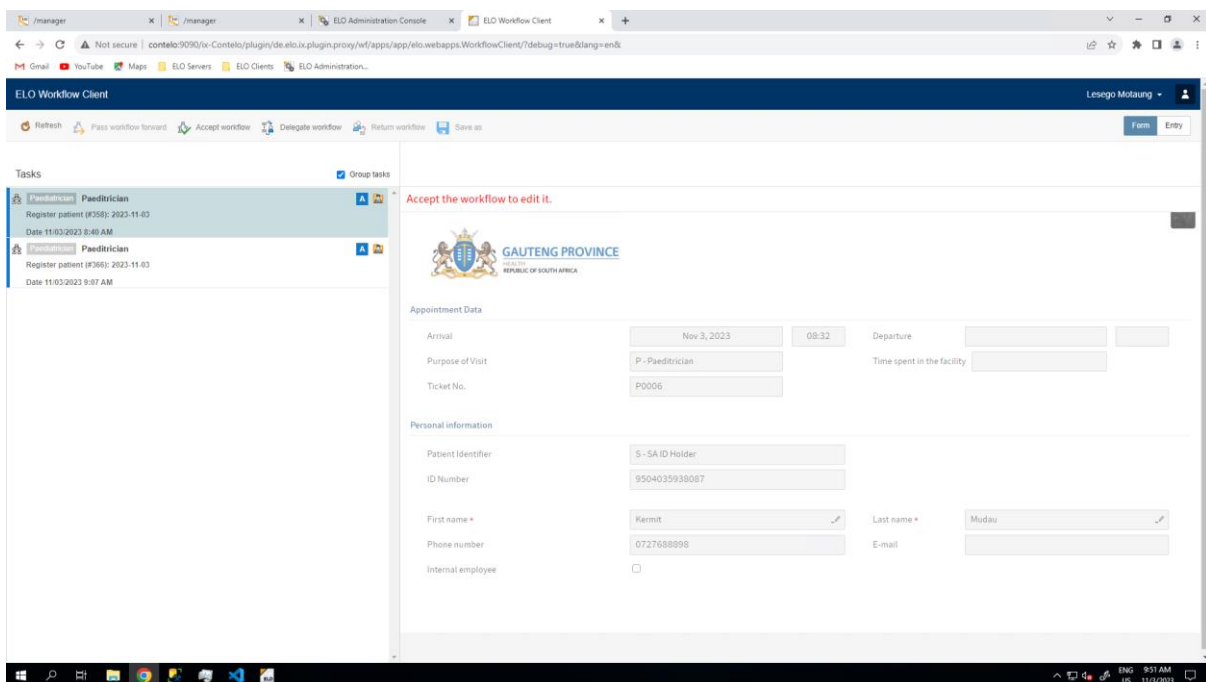
After accepting the ticket, the doctor assisted the patient they will need to pass the ticket to the queue admin to proceed with the checkout at the provided kiosk.

When the ticket has been passed forward the next ticket is pushed forward to the queue.

1.6   Checking out the patient

Login as **t.cloete** on the Web client to assist users in being checked out, the web client will be hosted on the kiosks.

Navigate to the ticket displayed in the preview area, click the checkout patient button and the patient is checked out successfully and with ease.
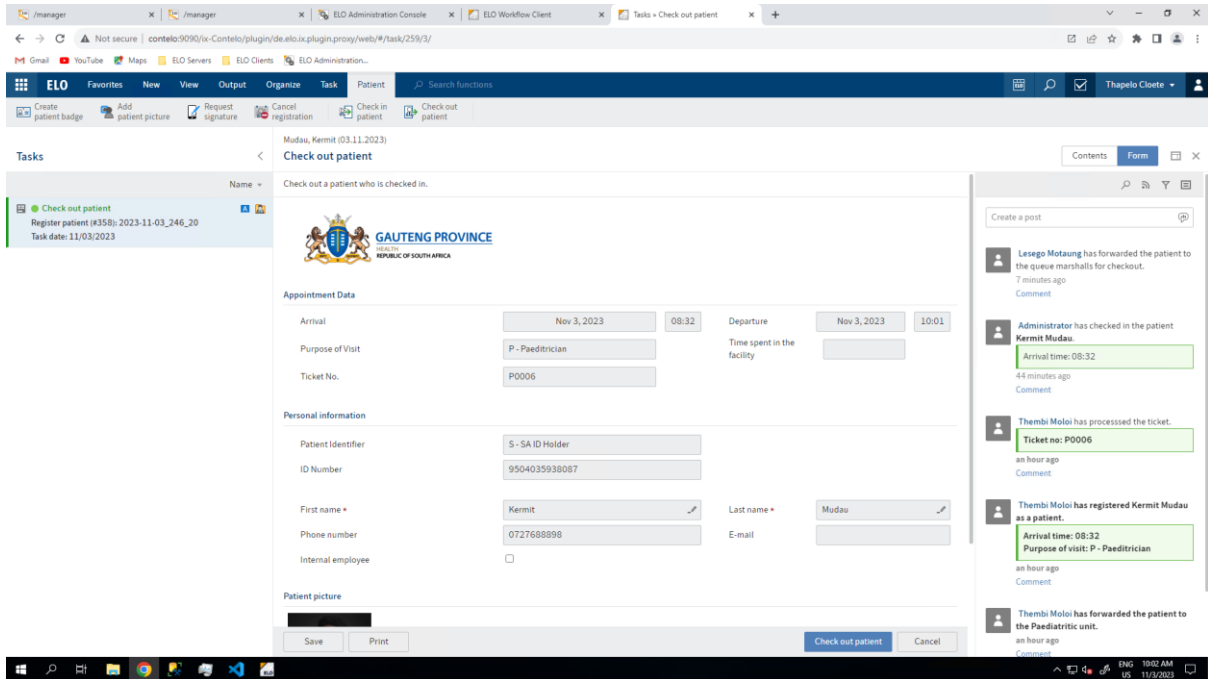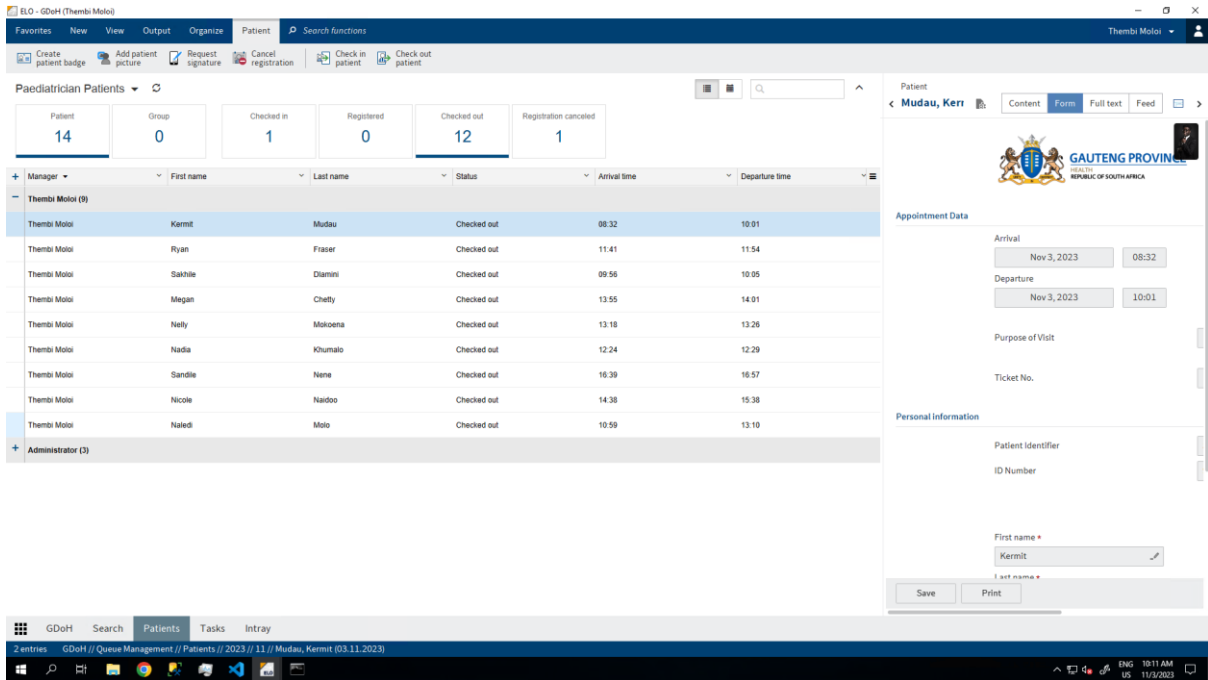
1.7 Preview patient

Log back in on the Java client as **t.moloi** to preview the patient that has been checked out, and preview the patients dashboards.

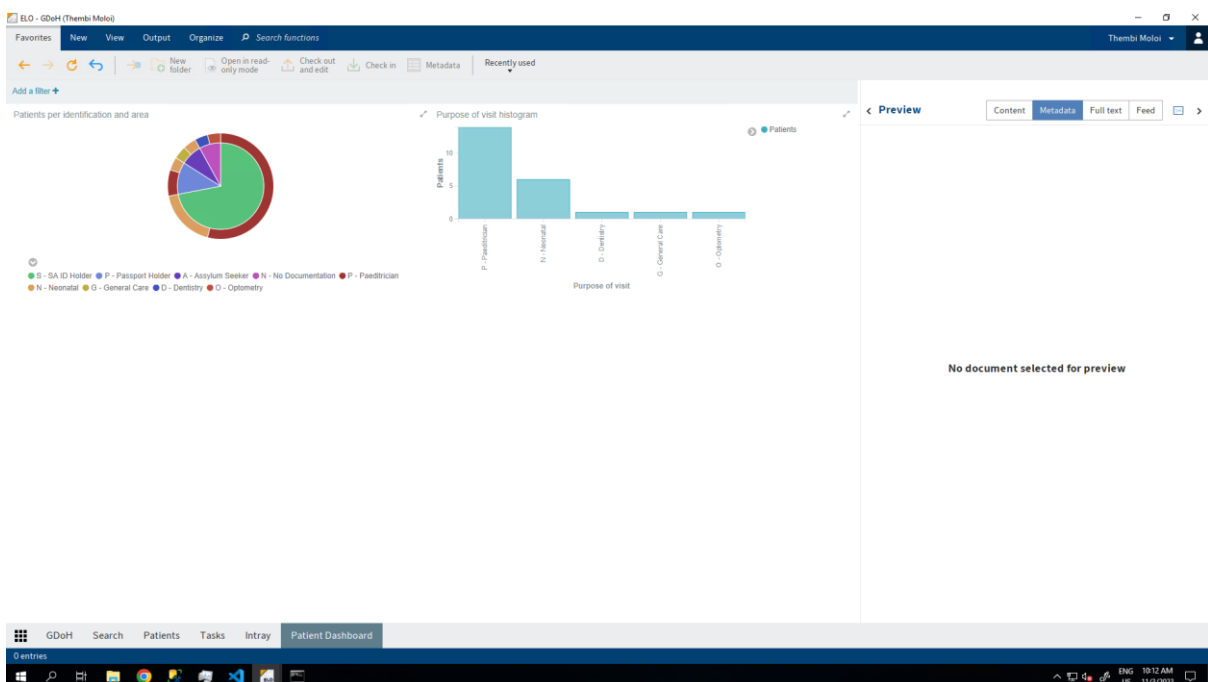*Below is a preview of the checked-out patient.*
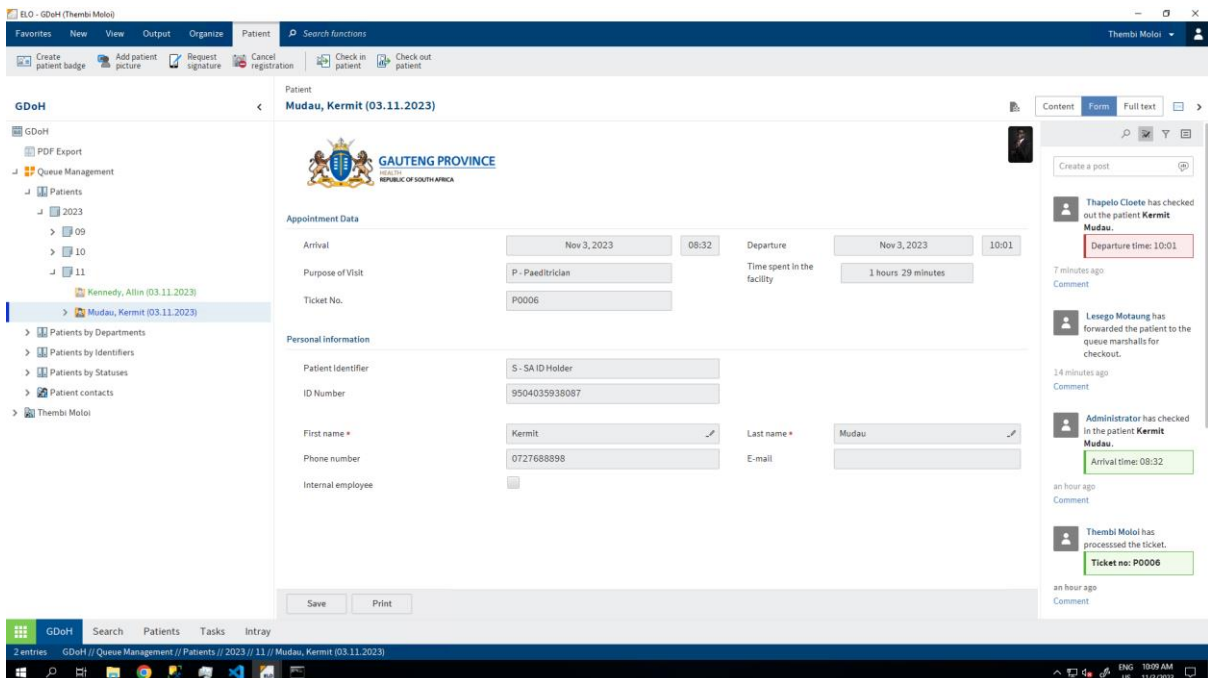
The patient dashboard is displayed as below, which shows the list of all patients in the Queue Management system.

In addition to the dashboard, we can also preview the Queue Management Analytics which can be accessed from the tiles area on the landing page.