

# HOW TO MODERNIZE PATIENT FLOW

in the Emergency Department

**One platform.  
Two types of patients.**

## Pre-Arrival

Improve access. Attract new volume

Check-in confirmed.

Lower-acuity patients

### Online patient scheduling

Fast-track, non-emergent patients initiate an ED visit online by booking available arrival times on your website. They can conveniently wait from home until their arrival time.

Higher-acuity patients

### Electronic patient referrals

Provider offices such as PCPs and urgent cares can easily notify ED staff about inbound patients they refer to your ED via an online

"I checked in online."

## Upon Arrival

"My doctor sent me."

Reduced door-to-bed time. Better preparation.

ED staff has all the patients' information in advance: reason for visit, estimated arrival time, referring provider's contact info, etc.

Triage / Exam Room / Disposition

## Follow-Up

Improve patient experience. Improve provider communication.

How well did we meet your expectations today?

### Get patient feedback

Patients automatically receive survey by text post-discharge.

### Close the loop with referring providers

Provider office automatically receives email with patient disposition status.

## Advantages to your ED

### Patient Flow

- ✓ More control over arrival times means better throughput
- ✓ Reduce surges in volume
- ✓ Shorter LOS
- ✓ Fewer LWBS
- ✓ Redistribute patient volume to facilities with greater capacity

### Growth

- ✓ Stand apart from your competition
- ✓ Capture new volume
- ✓ Improve overall payor mix
- ✓ Attract new referral sources with higher admission rates

### Improved Experience

- ✓ Convenience of mostly waiting from home
- ✓ Lower anxiety for both patients and staff
- ✓ Better preparation for patient arrivals
- ✓ Higher satisfaction scores

**Are you ready to bring your ED into the 21st century?**

Contact us for more details

[info@erexpress.com](mailto:info@erexpress.com) | 678.329.9966