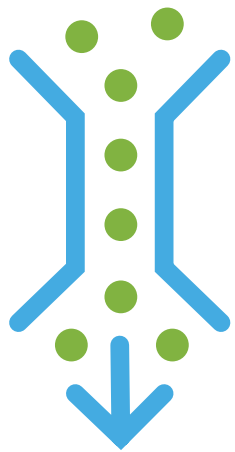


**Biggest challenges**

that urgent care front office staff face in

# MANAGING PATIENT FLOW



## PATIENT FLOW BOTTLENECKS

Do you have patient surges first thing in the morning? Again at lunch? After school or work?

These peaks in patient arrivals lead to **longer than normal** wait times.



## CONSTANT INTERRUPTIONS

Are you constantly being asked **'how much longer?'** This creates constant interruptions when your staff is already busy with patient care and the intake / registration process.



## LACK OF TRANSPARENCY

Patients arrive with **unrealistic** wait time expectations and staff have **limited tools** for updating them when conditions change.

## HOW DO WE SOLVE THESE PROBLEMS?

With an innovative queuing solution, you can:

- Stagger arrival times by reaching patients before they arrive via an online check-in option that drives patients to off-peak arrival times.
- Enable ALL patients to provide their basic information upon arrival through a sign-in tablet, removing a significant and time-consuming activity for staff.
- Auto-calculate and assign each patient a projected treatment time based on real-time census and throughput.
- Provide automated text alerts letting patients know when their room is ready as well as when delays occur.
- Display the patient queue on a screen in the lobby so each patient can see their relative place in line and status.
- Reduce the tendency for patients to re-approach the front desk to ask about their wait time.
- As an option, auto-populate patient information into your EHR and trigger patient alerts through your existing workflow.

## Are you ready to face these challenges head-on?

Find out how our patient queuing solution can work for your urgent care.

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