



erepress

Digital Patient Queuing



Online Check-in



Complete Queuing Automation

Elevate your urgent care patient experience with our cloud-based patient queuing platform. We offer a leading **online "save my spot" module** that, combined with our **walk-in queue management system, delivers convenience, manages expectations, and injects transparency** in the waiting room.

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Why digitize patient queuing?



PATIENT SATISFACTION

A better patient experience

Online Check-in lets all patients schedule their visit on your website, and do their waiting at home. Upon arrival, all patients get an estimated treatment time and text updates.



GROWTH

Incremental volume

Attract new patients with a consumer-friendly way to get in line, online and influence their decision to choose you over your competition.



OPERATIONS

Improved patient flow & throughput

Automatically reduce surges in patient volume with the ability to re-distribute arrival times and load balance between locations based on real-time capacity.

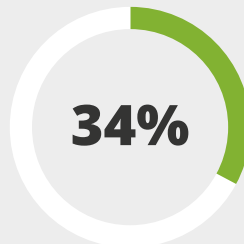
Proven results

PATIENT SATISFACTION



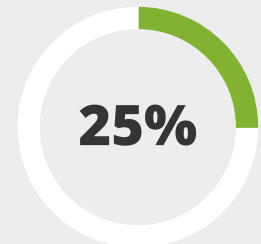
of patients recommend Online Check-in to a friend

NEW PATIENTS



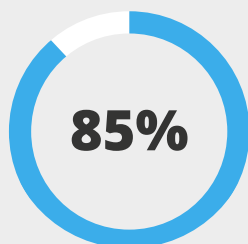
of patients were influenced to choose the facility with online booking

SMOOTHER FLOW



of early morning patient arrivals were redistributed to less busy times

MEETING EXPECTATIONS



of patients were brought to a room within 15 minutes of their estimated treatment time

LOBBY TRANSPARENCY



of patients can see where they are in line on a lobby display, and can also see patients that are "waiting at home"

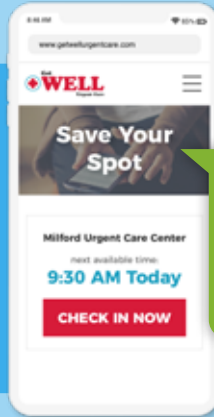
From home, to arrival, to discharge

1

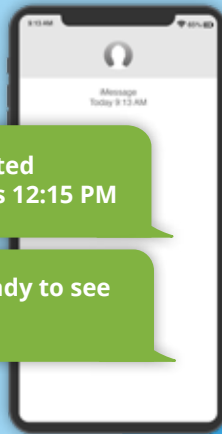
PRE-ARRIVAL

Patients save their spot in line, online

- Choose a time.
- Wait from home.
- Receive automated text updates.



Online check-in confirmed at 11:00 AM for Lucy Smith at Memorial Urgent Care. Please remember, this is not a guarantee of when you will be seen.



UPON ARRIVAL

Patients sign in without worry

- All patients, both walk-in and online, sign in via a lobby kiosk.
- Patients are automatically assigned an estimated treatment time.

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WHILE WAITING

Waiting room transparency

- Updates sent via text on wait times and potential delays.
- Waiting room monitor displays patients' place in line.

A waiting room monitor displaying a patient list. The monitor shows the WELL logo, '1-6 of 7 patients in line', and the time '11:25 AM'. The list has columns for #, Name, Visit Type, Treatment Time, and Status.

#	Name	Visit Type	Treatment Time	Status
1	CUT	Walk-in	11:10 AM	In room
2	KAR	Online	11:25 AM	Ready to treat
3	PAT	Walk-in	11:35 AM	Waiting
4	QUI	Online	11:45 AM	Waiting
5	COO	Online	12:40 PM	Waiting @ home
6	SMI	Online	02:15 PM	Waiting @ home



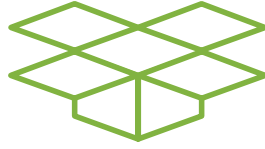
DISCHARGE

Your reputation is improved

- Collect patient feedback with custom text survey.
- Positive feedback about their experience can prompt patients to share online.

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What's in the box



Surge Protection

Avoid surges. The system detects your busiest times of day and opens/closes online time slots accordingly.



Patient Feedback Reports

Access real-time survey responses, overall scores by location, and individual patient level feedback.



Override Controls

Stay in control. Issues delays, push out next available treatment times, and more.



Reporting + Analytics

Run reports or export data on patient volume, visit details, flow, contact info, and much more.



Acuity Safety Filter

Flag or block online bookings with potentially life-threatening conditions based on custom, symptom-based keywords.



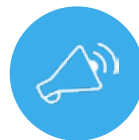
Accuracy Score

At a glance, gauge how well you're managing patient expectations.



Optional EMR Integration

Choose to integrate with your EMR or practice management system to save registration time.



Marketing Support

We offer our full support in driving awareness of online check-in.

- **Google Ads Campaign** Attract new patients faster. We offer a 90-day campaign and contribute up to 50% of our fees towards it.