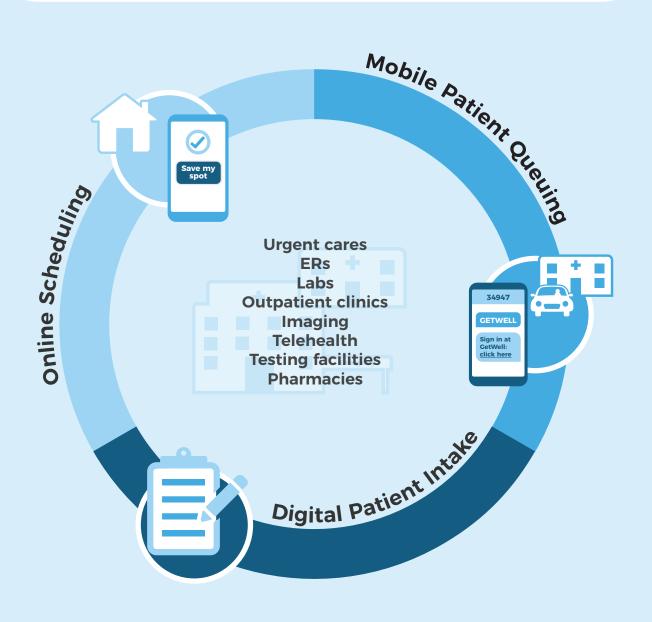


Virtual Waiting & Contactless Intake

Provide a safe and efficient experience with our 3-in-1 platform

Maintain social distancing for your patients and staff with our completely automated queuing platform, combined with the efficiency of a paperless patient registration process that saves everyone time and reduces contact.





Take a closer look

Virtual waiting

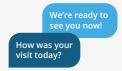


Staff access



Virtual waitlist

Communicate with, view, & control the flow of both walk-in and online patients in one place.



Patient notifications

Send ready to treat, wait time delay, post-dispo survey, & customized texts to patients with a single click.



Patient intake forms

Download submitted PDF files of the digital forms patients complete on their phone.



Reporting / analytics

Access real-time, custom reports showcasing patient volume, visit types, feedback, ratings & more.



How it all fits together

3-in-1

Online Scheduling

Service on your website that allows patients to save their spot in line and wait from home

Works alone or with any combination of modules

Mobile Patient Queuing + Curbside Queuing

Auto-placement of all patients in virtual queue, accurate treatment times, wait time updates, & curbside waiting.

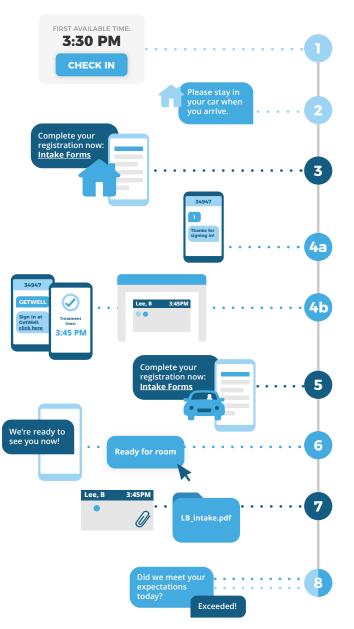
Works alone or with any combination of modules

Digital Patient Intake

Digitized patient intake forms to help reduce contact and save staff time.

Works alone or with any combination of modules

Step-by-step



Patients can opt to save their spot in your virtual queue, via a scheduling widget on your website.

Online patients can wait from home with instructions of what to do when they arrive.

While in the virtual queue, online patients are prompted to complete their intake forms on their phone as they wait at home.

On arrival, online patients text "1" to a short code to let staff know they've arrived.

Walk-in patients text a short code to initiate the sign-in process. They get an estimated treatment time and are placed in the virtual queue.

Walk-in patients are prompted to complete their intake forms on their phone while they wait.

Authorized users issue text messages when it's ready to come in or about delays with one click.

Authorized users have access to all patients' completed forms attached as PDFs to each patient listed in the queue.

On disposition, both online and walk-in patients can receive a feedback survey and share online reviews.

Multiple tools - one seamless experience

Online Scheduling

Give patients the option to save their spot in line on your website & wait from home, ensuring a more efficient, contactless check-in experience.

BENEFITS

Promote social distancing • Improve patient experience • Attract new patients Load balance across locations • Increase efficiency • Reduce surges

TOP FEATURES

Adjustable capacity settings • Automated text updates • Reschedule, delay, & cancel options

Acuity safeguard • Custom survey tool • On-demand reporting • Staff comments

Mobile Patient Queuing + Curbside Queuing

Let patients sign in upon arrival (from car, parking lot, or lobby) to "get in line", assign them a treatment time estimate, & send automated alerts about their visit status.

BENEFITS

Promote social distancing • Contactless; no kiosk required • Keep all patients informed Reduce phone calls & wasted time • Optimized patient throughput

TOP FEATURES

Custom screening questions • Automated text updates • Reschedule, delay & cancel options "Add patient" button • Auto-adjusting treatment times • Custom visit types • Staff comments

Digital Patient Intake

Deliver your registration, consent, & intake forms to patients to complete & submit from their phone while they wait.

BENEFITS

Contactless • Paperless • Saves time • Mobile-friendly • No hardware needed

TOP FEATURES

Fully customizable forms • Capture texts, digital signatures, & photos as digital files

Auto-delivery of forms as patients join queue • Integrates w/ Walk-in Express & Check-in Express

