

artech

art of technology

Patient Information, Guidance and
Queue Management System

What are the Challenges?



Delays in Obtaining Examination Queue Numbers

- The intensity at the counters during the process of obtaining examination queue numbers for patients with or without an appointment negatively impacts the examination processes.
- Patients' waiting times are prolonged due to congestion, which reduces the efficiency of health services.



Constant Information Obligation and Communication Confusion

- Patients constantly seeking information from staff for follow-up are at risk of communication confusion and lack of information.
- Disruptions in the information retrieval process can reduce patient satisfaction and health service effectiveness.



Failure to Control Waiting Room Crowding

- The density of waiting rooms in examination services increases uncontrollably, leading to an unbalanced number of patients waiting.
- Long waiting times reduce patient satisfaction and lead to ineffective management of wards.

What is **Artech** Patient Information, Guidance and Queue Management System?

- It is a system specially developed to address healthcare organisations' significant challenges.
- This innovative solution effectively addresses the complexities in the examination processes of appointment and non-appointment patients, providing patients with a faster and smoother experience.



Why Choose Artech System?

1

Reduction in Waiting Times

- It minimizes the long waiting times experienced in health institutions and allows patients to access the examination process faster.

2

Elimination of Communication Confusion

- It minimizes communication confusion by constantly eliminating the need to communicate with staff for patient follow-up.

3

Balancing Service Density

- Balancing the density in the examination wards provides a more orderly flow in the waiting rooms and optimizes patient waiting.



QUEUE MANAGEMENT
AND SELF-SERVICE
TRANSACTION KIOSK



DOOR SIGNAGE
DISPLAY



PROFESSIONAL
INFORMATION DISPLAY

HIS Integrated Queue Management Flow

Appointment Patient Process

- 1** **Appointment Creation and Pre-Arrival Preparation**

> The patient creates an examination appointment through the Patient Information Management System (PIMS) interface and receives the appointment number for the service where they will be examined.
- 2** **Using Artech Transaction Kiosk and Obtaining Queue Number**

The patient enters the appointment number by choosing the "Patient with Appointment" option at the hospital's Artech Transaction and Queue Management Kiosk. They get the examination queue number from the kiosk for the service where they will be examined. Thanks to the HIS integration, the system assigns a queue number according to the appointment time.
- 3** **Examination Waiting Room and Guidance**

> The patient goes to the waiting room of the service, where they will be examined. Following the Artech professional information and door information screens, the patient enters the examination room when it is their turn.



Queue Management and Self-Service Transaction Kiosk

HIS Integrated Queue Management Flow

Patient Process without Appointment

1



Receiving Queue Number and Registration Desk Waiting Room

The patient first gets a queue number for the registration desk by selecting the "Patient without Appointment" option from the Artech Queue Management and Transaction Kiosk at the hospital entrance.

The patient waits for their turn from the information screen and desk indicators in the registration desk waiting room.

2



Creating an Examination Appointment

When it is the patient's turn, they create an appointment for the service. The patient will be examined at the registration desk and given an examination queue number.

3



Examination Waiting Room and Guidance

The patient goes to the waiting room of the service, where they will be examined.

The patient follows the Artech guidance and door information screens and enters the examination room when their number is called.



Door Signage Display

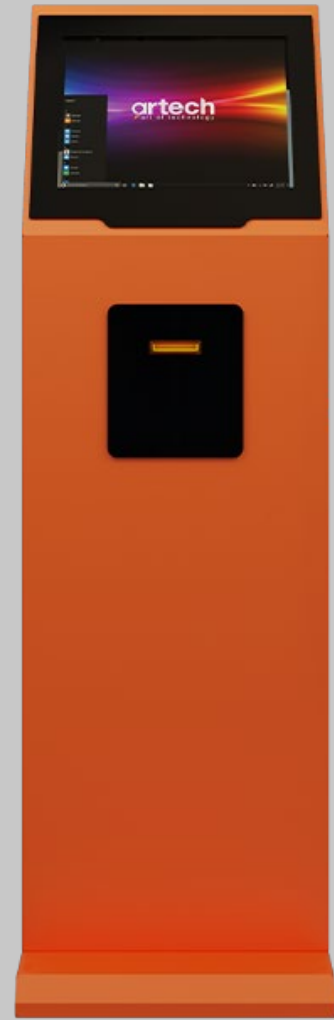
Queue Management Flow without HIS Integration

- 1** **Receiving Queue Number**
 - > Patients get a queue number for the registration desk from the Artech Transaction and Queue Management Kiosk at the hospital entrance.
- 2** **Waiting Room and Queue Waiting**
 - > Patients wait for their turn from the Artech flow screen and queue indicators in the registration desk waiting room.
- 3** **Creating an Examination Appointment**
 - > When the queue number is called from the counter, the patient creates an appointment for the service where they will be examined and is given an examination queue number.
- 3** **Examination Waiting Room and Guidance**
 - > The patient goes to the waiting room of the service, where they will be examined.
Following the Artech guidance and door information screens, they enter the examination when their number is called.



Professional Information Display

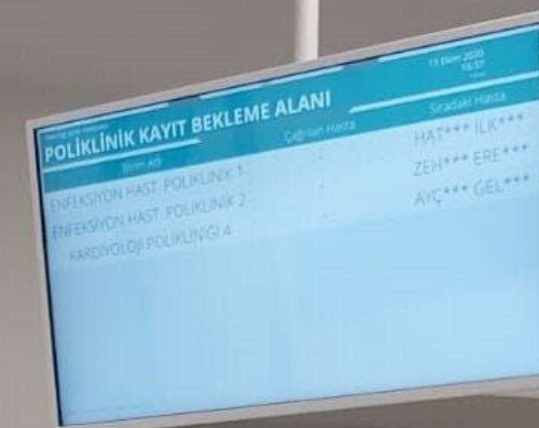
Technological Contacts: Smart Devices for the Patient Journey



The patient is directed to the waiting room by taking a number from the Artech Transaction and Queue Management Kiosk.



The patient goes to the reception desk and completes the registration process when their queue lights up on the Artech Flow Screen.



The patient waits for their turn by following their name on the Artech Information Screen in the waiting room.



The patient follows their name on the Artech Door Information Screens before the polyclinic. When they see their name in the "Called Patient" section, they enter the polyclinic for examination.

Innovative Solution Details



Integration Options

- If desired, the system can be integrated with the Patient Information Management System (PIMS) on the server side, which provides more comprehensive data management.



Modular Evaluation

- The system offers the flexibility to evaluate each section separately. For example, only kiosks and flow screens can be used in the blood collection section, while only information screens can be preferred in outpatient clinic sections.



Various Screen Types





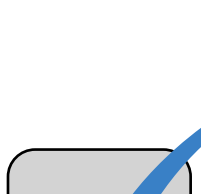
There are two different screen types in the system.

- The first type is IP-enabled and can broadcast advertisements or other visuals outside of outpatient clinic hours if desired, thus offering a versatile use.
- The other screen type is more straightforward and creates an effective working environment by projecting only the doctors' computer screen.

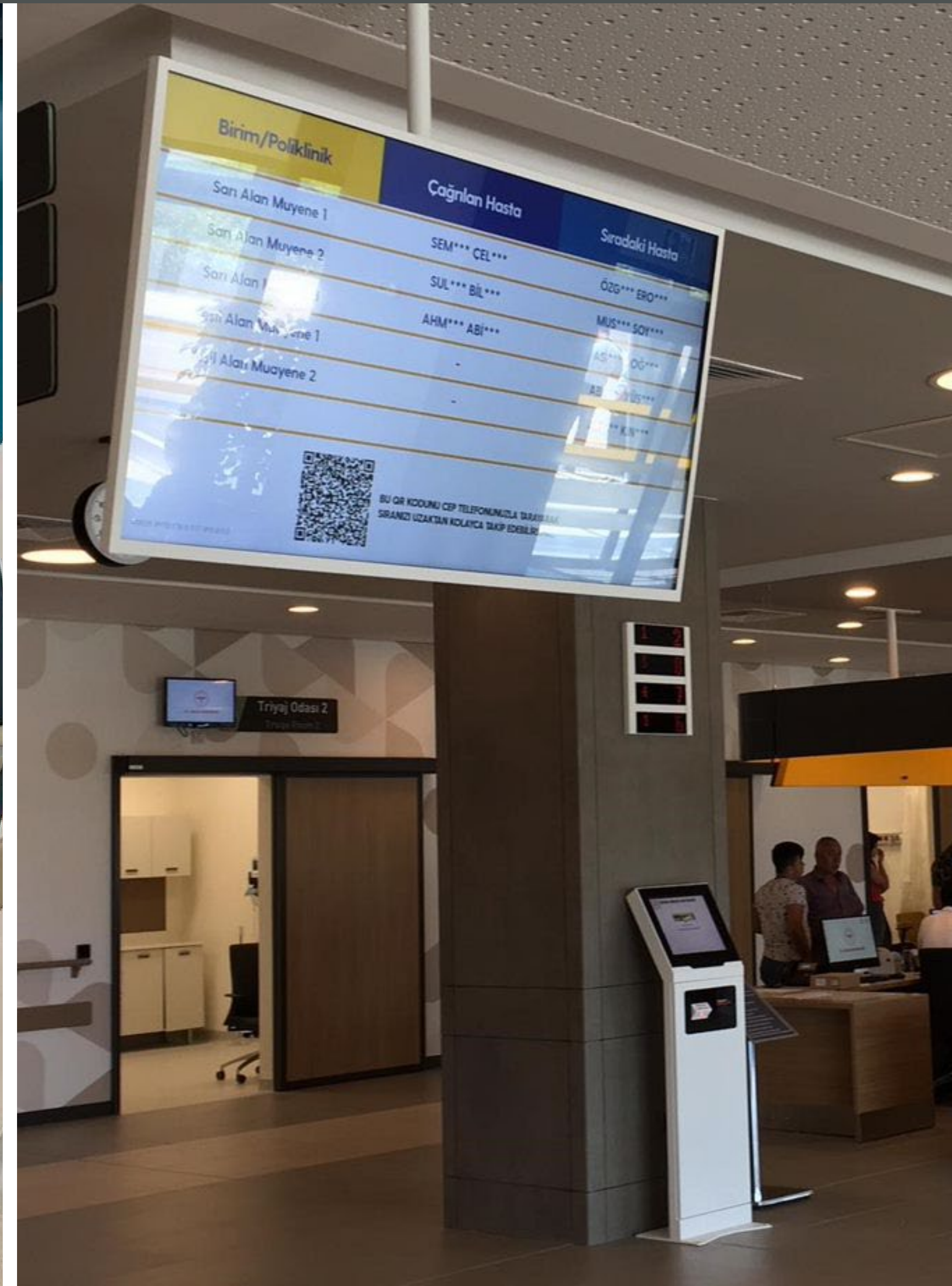
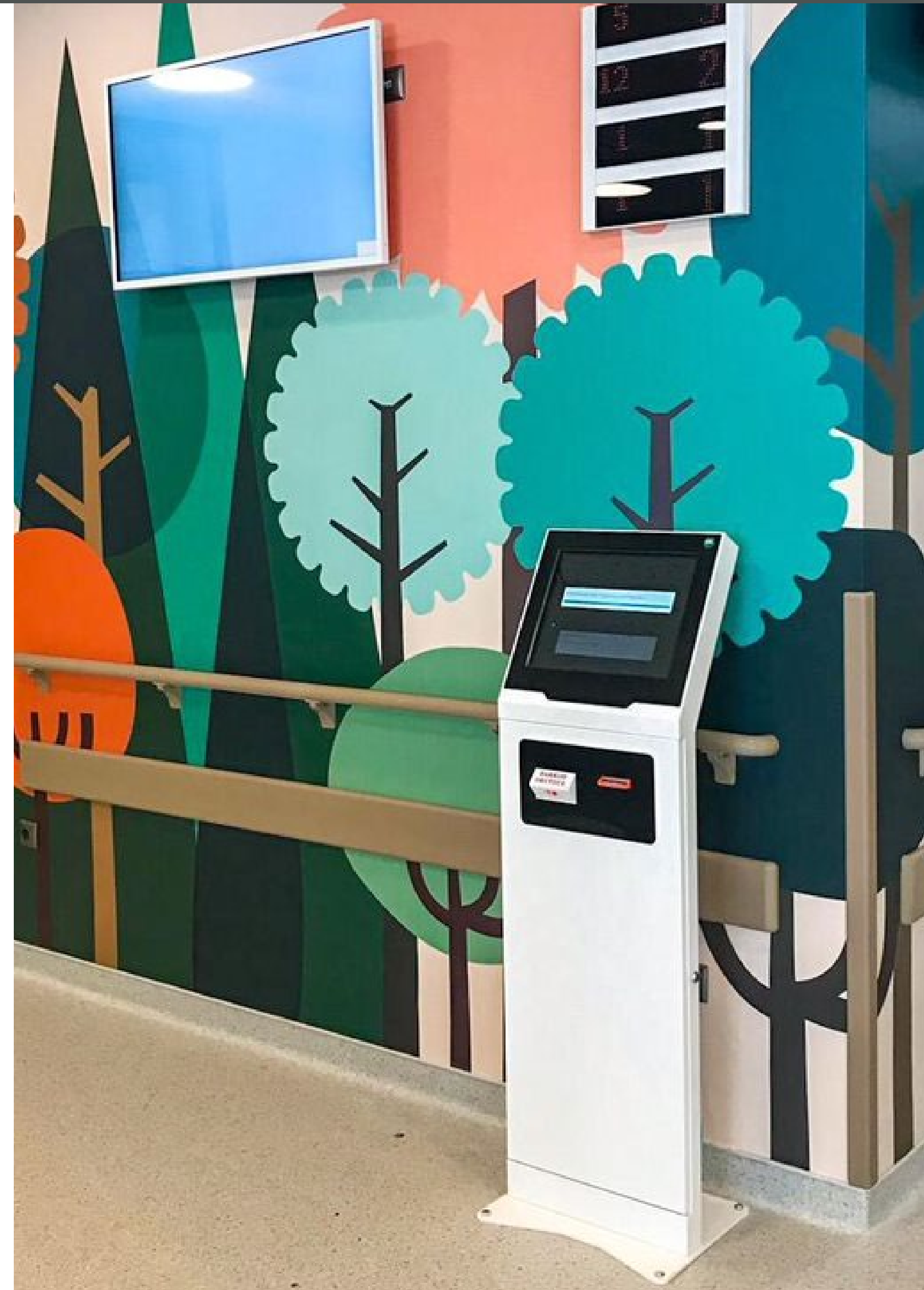
Fast and Seamless Patient Experience:

Artech Patient Information, Guidance and Queue Management System is an innovative solution that optimizes the operations of healthcare organizations, perfecting the patient experience.

The advantages offered by this solution are as follows:

-  **Increased Satisfaction and Efficient Examination Process**
Patient satisfaction increases, and the examination process becomes more effective and efficient.
-  **Fast and Comfortable Experience**
Patients have a quicker and more comfortable experience.
-  **Orderly Functioning and Communication Excellence**
Health institutions function in an orderly, and communication problems between staff and patients are minimized.
-  **Fluid and Efficient Examination Process**
The examination process proceeds more smoothly and efficiently.
-  **Fair and Short Waiting Times**
The number of waiting patients is balanced, and waiting times are shortened. This increases patient satisfaction and ensures a fairer examination process.

Images Related to the System



Images Related to the System



Images Related to the System





ÇİZGİ TEKNOLOJİ



Scan the QR code for our references.

info@cizgi.net

+90 216 365 82 50



www.cizgi.net
www.artech-ipc.com.tr



Çizgi Teknoloji Elektronik Tasarım
ve Üretim A.Ş.



Cizgi Technology
Artech-Art of Technology