

Medical Kiosks in the Patient Registration Process

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How it Started

- \$133 Million Expansion Project
- Master Facility Plan
- Funding Opportunity
- Move toward Central Registration
- Kiosk key component of PAL Concept
- Patient Access Liaison



The St. Joseph Access Vision

- Automate the Check-in Process
- Decrease Registration / Arrival Time
- Resort Style Arrival & Check in
- New Processes for New Main Entrance
- Day of Service Focus on Patient, not Patient Data
- Opportunity for Cash POS Collections



Kiosk Patient Arrival Process

■ Sit-Down Registration

- Approximately 15 Minutes
- 1 Registrar per Patient

■ Kiosk Registration

- 3 Minutes (2.6 Minutes Standard)
- 97% Patients Complete Check In without help
- 1 Registrar per 4 Patients
- Improved Data Quality



Challenges

- Executive and Service Line Sponsorship
- “Older Patient wouldn’t use Kiosks”
- Access Staff Resource Shift
- Pre-Registration is Prerequisite to Kiosk
- December 2008 Grand Opening
- Needed Outside Help; Project Manager, Patient Access & Integration Expert



Project Phase

- 1 - Discovery, Contracting, Kick-Off
- 2 - Story Board Development
- 3 - Software / Interface Development
- 4 - Unit and Integrated Testing
- 5 - Prototype & Limited Deployment
- 6 - Production Implementation

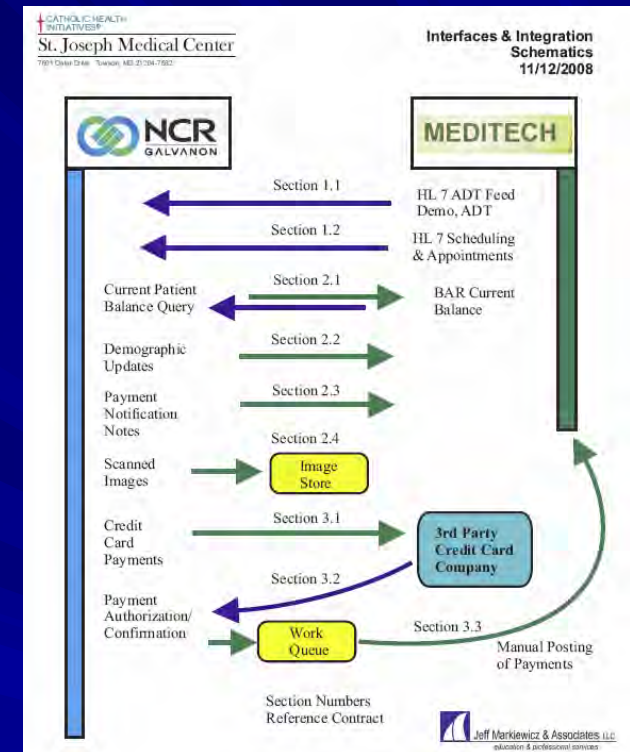


Kiosk Schematic

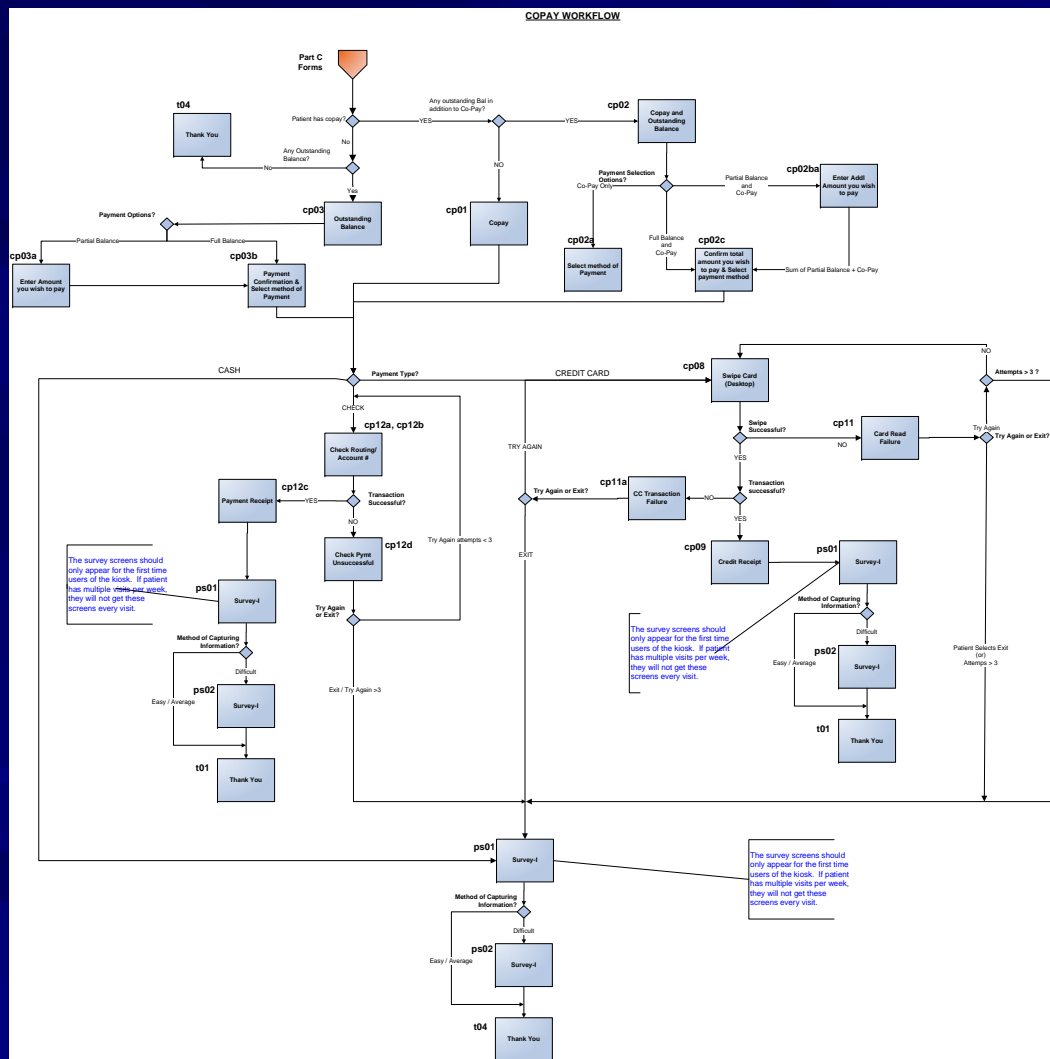


Interfaces & Integration Key

- Understand your “Leads and Feeds”
 - ADT & Scheduling Systems
 - Patient Accounting / Collections
 - Credit Card and Remittance
- Detailed Specifications & Expectations
- Integration, Buy vs. Build
- Include Expectations in Contract
- Potential for Huge Project Cost Overruns



Story Boards & Flow are Key




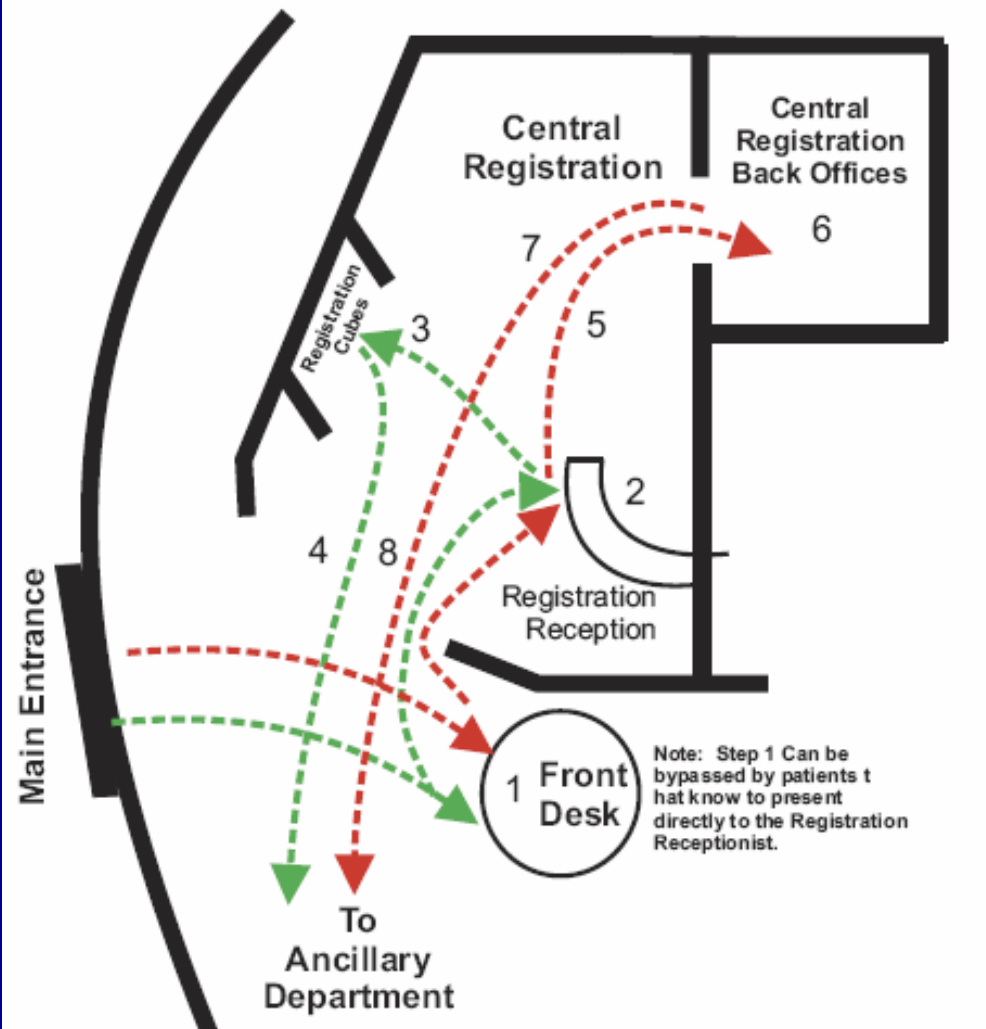
- Screens
- Flow
- Business Logic
- Forms
- Printing
- Payment Points
- Activity Monitor

Kiosks Part of the Design



New Process Flows

 St. Joseph Medical Center <small>1901 Osler Drive Towson, MD 21284-7582</small>		Patient Access & Registration Process Document	
Process Definition: Ancillary Patients presenting through new main entrance.			
Process:	Ancillary Dept Pt. Arrival Process	Performed by:	Central Registration Staff
Staffing:		Hours of Operation:	
Executed Per Day:		Managed by:	Registration Staff
Time to Execute:	5 – 15 Minutes	Install Date:	12/08/2008
		Revised Date:	
Process Detail			
<p>This process is intended for Patients at the facility for Ancillary Department Services. By design the patient will arrival through the new main hospital entrance.</p>			
<p>1. The Patient presents to the Front Desk: <i>(Step 1 is not be necessary for patients that have received instructions to report directly to Central Registration and follow those instructions)</i></p>			
<p>1.1. The Patient will be greeted at the main hospital reception desk and asked the reason for their visit.</p>			
<p>1.2. If the patient is "Here for Ancillary Services", the receptionist will direct the patient to the Central Registration Reception desk.</p>			
<p>2. The Patient Arrives in Registration Reception Desk:</p>			
<p>2.1. Upon arrival in Central Registration, the patient will be greeted and asked their name.</p>			
<p>2.2. The receptionist will use the Pre-Registration Report to determine if the patient can be arrived in a Registration Cube or processed in the Central Registration Back Offices.</p>			
<p>2.3. If the Patient is fully Pre-registered:</p>			
<p>2.3.1. Front desk will have a registration packet for the Patient. In the packet there will be:</p>			
<p>2.3.1.1. Armband / Labels</p>			
<p>2.3.1.2. Front Sheet</p>			
<p>2.3.1.3. Consent forms.</p>			
<p>2.3.1.4. Any Special Procedure Information / Forms</p>			
<p>2.3.2. The Receptionist will direct the Patient to a Kiosk Registrar and hand the Pre-Registration Packet to the Kiosk Registrar. (In the event the Registration Cubes are not staffed due to low patient volume, the staff will follow "Back Office" Processes and/or call a "Back Office" Registrar to the front Registration Cube Area to complete the registration)</p>			



Kiosk Layout



How it works

CATHOLIC HEALTH INITIATIVES
St. Joseph Medical Center
Where the experts are.

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Welcome to the Express Check-In

TOUCH HERE TO BEGIN

**DUE TO PROPRIATARY NATURE, KIOSK
SCREENS REMOVED FROM THIS
PRESENTATION. FOR MORE
INFORMATION REGARDING SPECIFIC
SCREENS PLEASE CONTACT
PRESENTERS.**

Thank You

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