

# Patient WaitTime™

Because Happy Patients Mean Return Patients

Patient WaitTime™ greatly assists you in managing your patient's check-in process to make it as smooth and efficient as possible. It measures the time a patient waits from check-in until they are seen by a staff member. This enables you to pinpoint where time is lost, identify the time taken to register a patient and inform your patients of the average wait time for your lobby. The system also helps improve the overall performance and productivity of the registration staff. Most importantly, it helps ensure total patient satisfaction. After all, what's the one thing your patients complain about the most?

Wait time, of course. Our system steers you into a paperless operation with no need for sign-in sheets. It helps you reduce losing patients due to a bad experience.

Patient WaitTime™ provides enhanced information on patient's actual wait time, registration time and service time to identify the areas which may need improvement. Basically, this helps to improve overall patient satisfaction and their experience, which is significant in today's competitive market where every patient is important.



## Why Use Patient WaitTime™?

- *Improves patient satisfaction*
- *Measures patient wait time and registration times*
- *Measures total service time*
- *Fully integrated with HIS*
- *Rule based assignment manager for load balancing among registration staff*
- *Instant notification alerts when exceeding the targeted wait time*
- *Instant notification to patients via LCD*
- *Alpha-numeric coasters with custom messages*
- *Provides average wait time at any given point in time*
- *Enhances reporting*



## The Patient Access Company

DCS Global is one of the leading providers of healthcare on demand software solutions and services for the PAS/PFS community. We offer innovative, cost-effective and efficient web solutions to healthcare companies around the world.

DCS Global Systems, Inc. | 877-DCS-GLOBAL | Sales@DCSGlobal.com | www.DCSGlobal.com

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Self-service Kiosks

Patient Payment  
Web Portals

Patient WaitTime  
& Flow Tracking

Patient  
Satisfaction Surveys



## Features

- *Integrated work flow*
- *Real time processing*
- *Real time HIS Integration*
- *User-defined business rules*
- *24/7 availability and support*
- *Robust reporting*
- *Receive key reports via email*
- *Dashboard and KPI Reports*
- *Integration provided to all ADT systems*
- *Integration available on kiosk systems*
- *No desktop installations required*

## Benefits

- *Improves patient satisfaction*
- *Reduces patient wait times*
- *Increases service line utilization*
- *Maximize Patient Throughput through enhanced public guidance system and more effective patient reception*
- *Track the entire patient process from the moment patient arrives to the moment patient leaves*
- *Provides performance benchmarks and score-cards*
- *Complies with patient privacy standards*
- *Removes the need to call out patient names*
- *Provides a number to correspond to the patient*



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