



PatientTrack®

No lines, no waiting: Optimize registration throughput

They say good things come to those who wait, only trouble is, patients don't like to wait. Research shows long wait times are the primary source of patient dissatisfaction—extended waits not only make patients unhappy, they negatively affect your value-based Medicare reimbursements.

PatientTrack is a patient registration tracking solution that helps healthcare facilities manage the patient arrival process by measuring patient wait times and alerting management and staff when they exceed established quality thresholds. Once alerted, managers monitor current staff activity and assign additional staff to existing work pools, proactively managing wait times to acceptable levels. Your wait time performance is automatically included in registration quality scorecards.

By integrating PatientTrack with **eCare NEXT®**, our patented Touchless Workflow™, PatientTrack drives automatic account prioritization, allowing patients who have been waiting the longest to be called up next.

How we do it

- Patients self-check-in on a tablet or other device
- Lobby display informs patients of wait times and queues
- Users track and record patient throughput
- Registrar dashboard helps deploy additional resources as needed
- Registration scorecard reports summarize wait time results
- Patients are tracked throughout their episode of care

What you get

- Decrease patient wait times
- Increase patient satisfaction
- Improve staff productivity
- Support Medicare patient satisfaction initiatives
- Hardware agnostic self-arrival feature

Works well with

Registration QA, our full-featured, registration quality assurance solution.

PATIENT	STATUS	DOB	MRN	ACCOUNT	PATIENTTRACK
THOMPSON ANGELA	<input type="checkbox"/> Done No status...	12/04/2507	008876458	711068472	Arrived: 03/04/2014 10:05:29 AM Arrived by: Elizabeth Furst Arrival Status: Arrived Department: Arrival Comment:
THOMPSON ANGELA	<input type="checkbox"/> Done No status...	12/04/2507	381382***GAB*PH-711068472*5*M10*GAB*PH-008876458***GAB*MR-065503387***US GOVT*SS	711068472	Arrived: 03/04/2014 10:11:42 AM Arrived by: Elizabeth Furst Arrival Status: Arrived Department: Arrival Comment:
NICKELBACK JAMES	<input type="checkbox"/> Done No status...	03/04/2014	PHC_344fa240-48c9-4e7e-a865-893731d022c3	PHC_085f0298-2d80-4c92-8804-9f8a8994765	Arrived: 03/04/2014 9:52:13 AM Arrived by: Karen