

iOutpatient SRP

The Patient-focused Service for Outpatients

Solution
Ready
Platform



- Integrating Outpatient Services by Intelligent System
- Facilitating the Management of Outpatient Clinic
- Achieving Better Patient Experiences



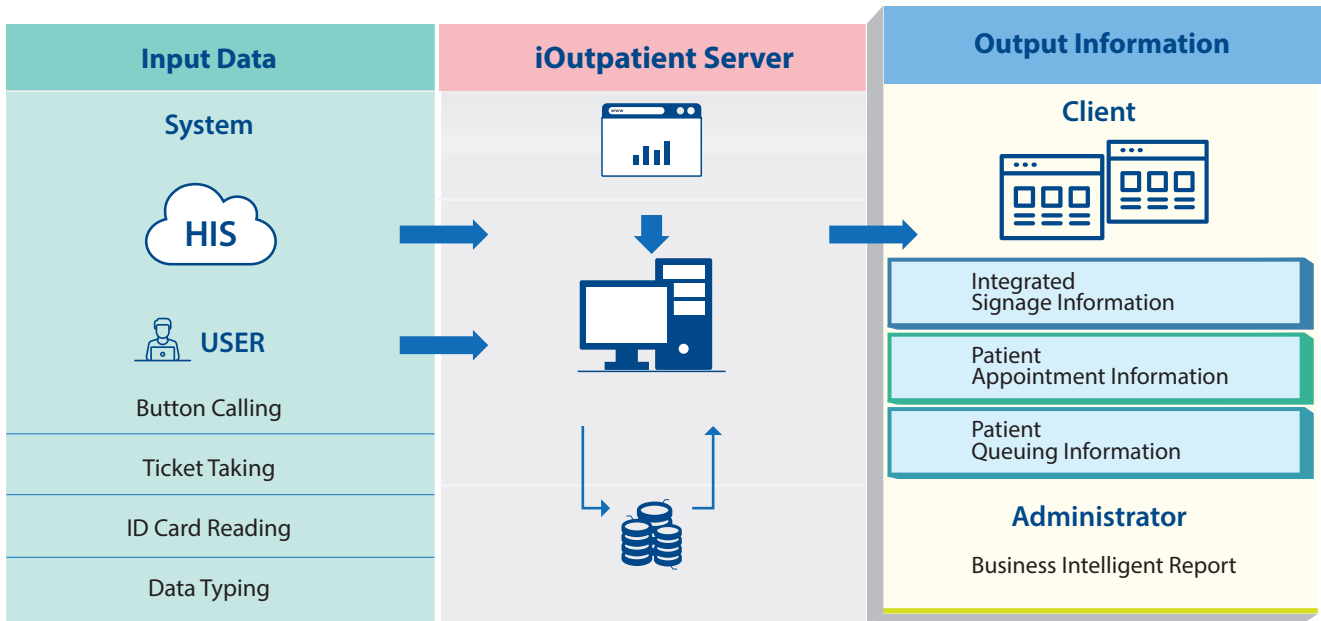
ADVANTECH

Enabling an Intelligent Planet



iWard Solution
Website

Feature Details



Public Queuing Service



Queuing Management Software

Systematically distributes and manages queue lines to suitable counters



Number Assigning Software

Supports multi-functional mechanisms for hospital counters



Number Calling Display Software

Broadcasts hospital-wide queuing status



Satisfaction Survey Software

Collects patient satisfaction digitally

Clinic Check-in Service



Check-in Management Software

Integrates the hospital systems in queuing settings



Check-in Display Software

Displays outpatient clinic information and supports self check-in and voice notifications

Integrated Signage Service



Integrated Signage Software

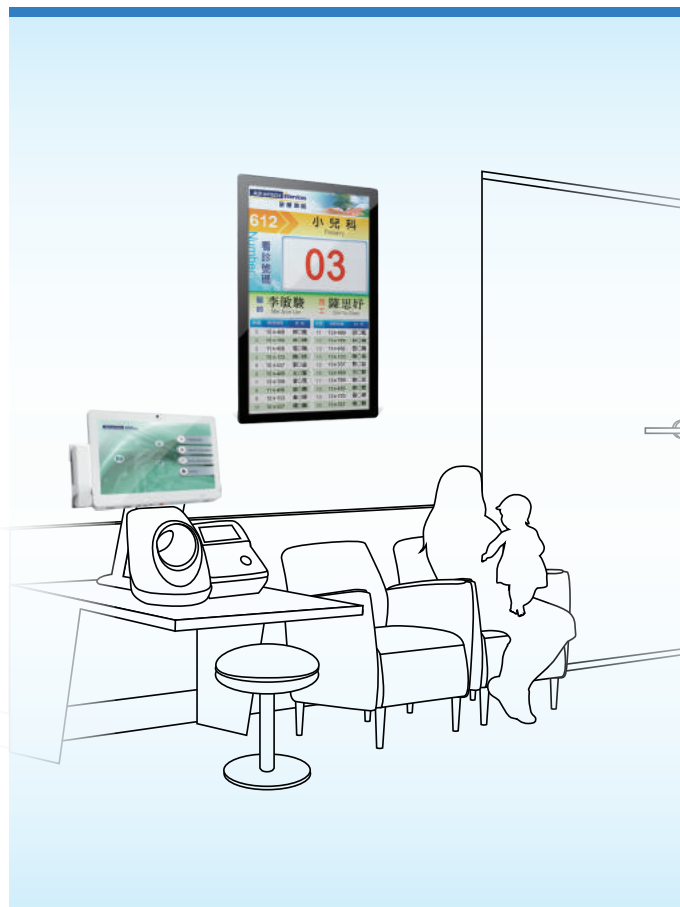
- Incorporates data from Hospital Information system
- Supports various multi-media formats and digital TV signals
- Provides a comprehensive platform for editing signage images and broadcasting programs
- Allows interactive guiding and educational functions.

Function Map



Public Queuing System

Patient Self-Services	Information Services	Patient Flow Control
Queuing Service	Visiting Information	Sign in/Sign out
Satisfaction Survey	Queuing Status	Calling Status
	Payment Information	Service Information
		Call Next or On-Demand
		Service Configuration



Clinic Check-in System

Patient Self-Services	Information Services	Patient Cont
Check-in for Single Service	Clinic/Exam Information	Sign in/S
Check-in for Department Services	Doctor Information	Calling
	Calling Status / Information	Patient
	Waiting / Check-in List	Call Pa
	Clinic Bulletin	Insta Bulle
		Clin Configu



Integrated Signage System

Flow
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Sign out

Status

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Information
Services

Queuing Calling Status

Clinic Calling Status

Operating Room
Information & Status

Emergency Room
Infmrmtion & Status

Health Education
Material Playback

IT/Administration

Administrative
Services

Display Layout Design &
Management

Program & Content
Management

Program Broadcasting
Management

Player / Device
Management

Monitoring & Reporting
Services

Automatic Backup
Services

Application Scenario

Tongren Hospital Takes a Digital Approach to Resolving Service Challenges

As a 3A-grade hospital that spans an area of 62 mu and is equipped with 1200 beds, Tongren Hospital handles an average of 2.3 million emergency department visits, 40,000 inpatients, and over 20,000 operations per year. In keeping with the momentum of the Internet of Things, Tongren Hospital continues to innovate and emphasize the connecting of people, medical care, services, and medicine to create a modernized patient-oriented hospital.

Intelligent Services Ensure a Patient-Friendly Hospital

According to recent internal statistics, patients' average appointment reservation wait time is 3.35 minutes, and the average time spent waiting for nursing staff to process the patient's details is 31.2 minutes. Add to that the time spent waiting for the appointment, fee payment, and medication collection, and the total wait time for patients amounts to an average of 75.84 minutes. Tongren Hospital's primary hope for their new system is that it facilitates the reorganization of hospital processes, reduces queue length, and eliminates long patient wait times.

Advantech's intelligent hospital product offerings include two total solutions that address Tongren Hospital's two main challenges and differ drastically from the queuing and number-calling systems commonly adopted in China. These total solutions are an intelligent clinic check-in system and an interactive multimedia broadcast system.

Upon arrival at Tongren Hospital, patients are able to check the available appointment times for their required department and view the doctor's information presented on displays located by the registration and check-in counter. Regarding the check-in process, patients can use a self-service machine to check themselves in with their national health insurance card. After check-in, the hospital information system (HIS) automatically synchronizes the inputted appointment data with the existing appointment schedule. Display systems located by the clinic room door are used to display doctor/clinic details, current appointment number, and any relevant public announcements. This solution not only streamlines and improves the appointment process, but also relieves nursing staff from the responsibility of manually registering patients and booking appointments.



See what experiences we have brought



30% Decrease in Queuing Crowd



35% Decrease in Total Waiting Time



96% of Satisfaction for Outpatient Services

iOutpatient SRP

Package Offering

Application Software :
iOutpatient Server

System Computing :
DS-080 + DSD-3042
UTC-532
UTC-520

Operating System:
Windows Server 2008/2008 R2
Windows Server 2012/2012 R2
Windows 7 SP1

Regional Service & Customization Centers

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886-2-2792-7818

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