



# More orderly and organized waiting times with Qmatic Patient Journey Management technologies

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We have optimized registration for our patients. Now we are focusing on new additions and the option of booking your appointment from home, using your smartphone or through our website

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Giovanni Pica — Engineer and IT Manager for the Guarnieri Hospital

Accredited by the Lazio Region, the Guarnieri Hospital is a multi-specialty center that provides inpatient and outpatient services (*Day Hospital*) focusing on various medical specialties, including orthopedics, surgery, cardiology, general medicine, ophthalmology and surgery [sic].

The hospital management team, always focused on the needs of its patients, recognized the need to **reorganize** and **optimize** the first point of contact with its users, namely the reception phase.

*"In the reception area, patients were getting a bit disoriented and were not well informed regarding expectations," says Giovanni Pica, an engineer who is the IT Manager for the Guarnieri Hospital. "This is why we started thinking about solutions to better organize patient registration and provide information to patients more effectively."*

*The solution is provided by Qmatic technologies, focused on the Patient Journey for the healthcare industry.*

*"In this first phase of the project, we*

*clerks' desks, which help patients get to the right door to complete the registration phase."* Pica continues, *"Beyond this, monitors placed in specific areas of waiting rooms display*



*waiting times and simultaneously broadcast multimedia content. There is a double benefit to this: on the one hand, we keep patients continuously informed about waiting times and, on the other, we entertain them with content and messages about the hospital."* Managers can **monitor waiting times remotely** using the Operational Panel.

The facility's management team also has access to detailed statistical reports on the entire patient journey, including waiting times and the average duration of service. *"This is just the preliminary phase of the project," says Pica. "We are already working on the integration of the Qmatic Orchestra platform with our management system and on the introduction of the option of booking the service from home, directly through your smartphone or through our website."*

The Qmatic solution has been expanded for use by other facilities in the group, including the Guarnieri Laboratory, the Fabia Mater Clinic, and the Fabia Mater Laboratory.



*concentrated on the flow of patients at registration. At the entrance of the hospital, we placed a 17-inch touch-screen kiosk that allows you to choose the service you need.*

*We placed 10-inch monitors at the*

## The Project

### Guarnieri Hospital

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**SECTOR:** Healthcare

**COUNTRY:** Italy

### THE CHALLENGES

- Speed up patient waiting times
- Reorganize the registration phase and make it more orderly

### THE SOLUTION

- Qmatic Orchestra platform to organize and regulate the flow of patients.
- Self-service kiosks for automatic registration
- Digital Signage
- Business Intelligence

### THE BENEFITS OBTAINED

- Patients receive clear and timely information throughout their journey
- More organized and orderly waiting times
- Option to monitor the flow of patients in real time and remotely
- Reports and analyses on the performance of services and on situations in real time (business intelligence)