

# Patient Workflow Management

Patient workflow automation through self-service for improved hospitality and patient experience

Healthcare

Ricoh's Patient Workflow Management solution helps healthcare organisations to automate patient registration, check-in and information flow, while reducing costs and waiting times - ultimately improving patient satisfaction.



## Improving the healthcare process with self-service kiosks

In today's time-pressured world, self-service is everywhere. From supermarkets, to banking and train and airline travel, customers are increasingly self-sufficient when it comes to checking-in, buying from and communicating with organisations.

Meanwhile, in the healthcare sector, the working environment is fast migrating to digital formats and there is a growing need to streamline processes. With patients wanting to take more control of their health, innovation is crucial. The implementation of technology is therefore going to be a key consideration in the near future, in order to meet tomorrow's challenging needs.

Ricoh's Patient Workflow Management is a self-service and hospitality solution designed to automate patient registration, check-in and information flow. By allowing patients to register themselves at a kiosk, they gain more control over their own information and are better informed about waiting times, leading to fewer delays.

Healthcare organisations, in turn, are able to handle appointments more efficiently, using a more accurate identification process. Costs are reduced and the customer experience enhanced, meaning a more effective system for all. With this fully integrated solution, patient safety is also improved, thanks to fewer instances of mistaken identity or errors associated with manual data handling.

\*NVZ Trade Association for General Hospitals and Institutions in the Netherlands ([www.nvz-ziekenhuizen.nl](http://www.nvz-ziekenhuizen.nl))

\*\*Economist Intelligence Unit, Humans and Machines: The role of people in technology-driven organisations. Sponsored by Ricoh, 2013



**In the Netherlands, more than 8% of people with hospital appointments do not show up.\***



**Only 5% of healthcare professionals feel they should be spending time managing patient records while 38% of healthcare executives say different systems across their organisations are not connected.\*\***



## Better provision of information for more efficient patient flow

Ricoh's Patient Workflow Management is a self-service and hospitality check-in solution designed to automate the registration and check-in process and improve the flow of patients within healthcare organisations. By facilitating better information handling, it provides a more integrated and "in-context" approach to patient information across departments, acting as a bridge between technology and practice.

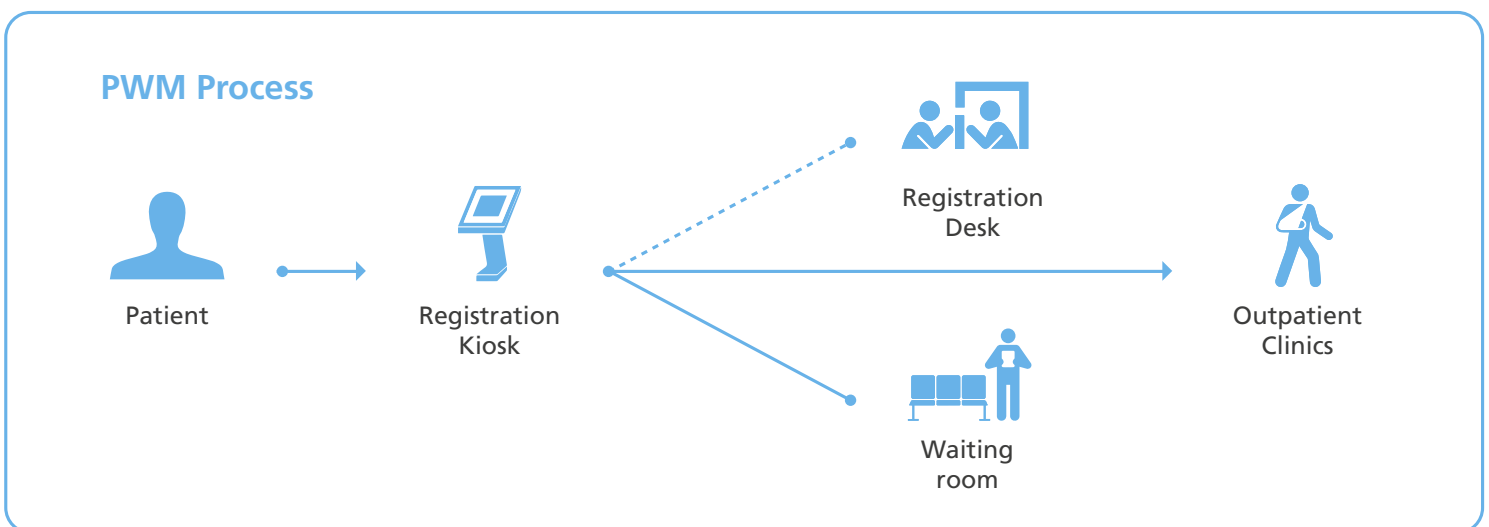
Patient Workflow Management allows patients to both register and check themselves in at a kiosk placed in the hospital or healthcare organisation they are visiting, instead of queuing to give their details to a member of hospital staff. This not only cuts down on waiting times, but gives them greater control over the details they require for their visit and improves the flow of information during their stay.

Healthcare organisations are able to handle appointments more efficiently, with improved identification processes and increased confidentiality for visitors. For example, the doctor can be alerted to the fact that a patient has arrived and is in the waiting room. The solution is also cost-saving due to a reduction in staff administration duties. Moreover, Patient Workflow Management facilitates better access to information for health workers, improves the quality of their information databases and leads to better overall hospitality.

Patient Workflow Management also frees up clinical staff time and helps organisations to manage waiting room spaces better, while minimising the risk of mistaken identity, insurance fraud and administration errors.

## Key Benefits

- Cost-saving due to a reduction in staff responsibilities
- Patients are better informed about waiting times
- Increases staff efficiencies
- Improves security
- Enhances the patient experience through better provision of information
- Optimises patient flow
- More effective use of waiting rooms



**Figure1: Patient Workflow Management automates the registration and check-in process in healthcare facilities to improve the flow of patients and patient information.**

# About Ricoh

As a global company specialising in office imaging equipment, production print solutions, document management systems and IT services, Ricoh offers healthcare institutions true end to end solutions that reduce time spent on these admin heavy processes and more time for patient care.

Ricoh works with leadingX healthcare organisations around the world. Our suite of solutions have helped improve efficiencies by up to 20% and have delivered a reduced administrative workload for medical staff, ensuring the focus is on patients, not paperwork. Here are some examples of our work:

## Optimising the registration and check-in process to better inform patients

### Case Study: Jeroen Bosch Hospital

The ambition of the Jeroen Bosch Hospital is to make the healthcare environment more patient-oriented, amid increasing expectations and advancements in technology. With a recently opened new building, this major Dutch hospital is striving to enhance patient care. An important component of this has to do with optimising the provision of information to patients, including where they need to be and at what time.

The hospital's ultra-modern new building has installed Ricoh's Patient Workflow Management solution, arranging all logistics around patients in an intelligent way, so that people can be kept better informed about waiting times at the organisation's outpatient clinic, specialist and radio diagnostics departments, and blood sample service.

Located at the entrance to the new building is a central registration counter where patients receive a hospital card complete with patient image. Three kiosks have been placed in the hall, which patients can use to access information by themselves - it provides all the logistical details needed for their hospital stay. After inserting their hospital card at a kiosk, patients receive the most up-to-date information on waiting times and rooms. Hostesses are there to offer help to patients who need it.

Once patients have left the central registration counter and travelled to another destination within the hospital, they can check-in at a kiosk at that clinic. They are then told whether they are in the right place and what time they will be treated. Patients are no longer collected by the doctor or nurse, but can see on the narrowcasting screens what room they need to go to and when.

## Key Benefits

- Increased patient satisfaction
- Improved patient flow
- Self-service system
- Better provision of information for patients



*It is all about putting as much relevant information as possible at the patient's disposal at all times," says Saskia Cornelissen, project team member at Jeroen Bosch Hospital. "This applies to medical information of course, but especially to information that is important for their hospital visit."*

**RICOH**  
imagine. change.

[www.ricoh-europe.com](http://www.ricoh-europe.com)

The facts and figures shown in this brochure relate to specific business cases. Individual circumstances may produce different results. All company, brand, product and service names are the property of and are registered trademarks of their respective owners. Copyright © 2014 Ricoh Europe PLC. All rights reserved. This brochure, its contents and/or layout may not be modified and/or adapted, copied in part or in whole and/ or incorporated into other works without the prior written permission of Ricoh Europe PLC.