

# PATIENT INFORMATION, GUIDANCE AND QUEUE MANAGEMENT SYSTEM



**CURE  
VISION**

# CHALLENGES FACED



**#1**

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Disruption in obtaining examination queue numbers for patients with or without an appointment due to congestion at the counters, which negatively impacts the examination processes.



**#2**

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The risk of patients constantly seeking information from the staff to follow their queues and the risk of communication confusion.



**#3**

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Failure to control the patient density of the waiting rooms in the examination wards. In this case, the number of patients waiting in the wards needs to be more balanced, and some patients have to wait for a long time.

# EFFECTIVE PATIENT TRANSACTION MANAGEMENT IN HEALTHCARE ORGANISATIONS

## **CureVision Patient Information, Guidance and Queue Management System**

is a pioneering system that effectively and innovatively solves significant problems experienced in healthcare organisations. This system eliminates disruptions in the examination processes of patients with or without an appointment, allowing patients to have a faster and more comfortable experience.



QUEUE MANAGEMENT  
KIOSK



DOOR INFORMATION  
SCREEN



PROFESSIONAL  
INFORMATION DISPLAY

# THE QUEUE MANAGEMENT FLOW WITH HIS INTEGRATION

## Appointment Patient



Transaction and Queue Management Kiosk

01



The patient creates the examination appointment with the appointment interface of the HIS system. Receives an appointment number for the service to be examined.

02



The patient arrives at the hospital 15 minutes before the appointment time.

03



Upon arriving at the hospital, patients should select the "patient with an appointment" option on the Transaction Kiosk and enter their appointment number.

04



The patient receives an examination queue number from the kiosk for the service to be examined. The system gives the queue number following the appointment time with the HIS integration.

05



The patient goes to the waiting room of the service where they will be examined, follows the patient guidance and door screens and enters the examination when their number is called.

# THE QUEUE MANAGEMENT FLOW WITH HIS INTEGRATION

## Patient Without Appointment



Door Information Screen

01



The patient first gets a queue number for the registration desk by selecting the "patient without an appointment" option from the Transaction Kiosk at the hospital entrance.

02



They wait for their turn from the flow screen and counter indicators in the waiting room of the registration desk.

03



Once the queue number is announced, a scheduled appointment is made for the patient to undergo a medical examination, and the patient is assigned an examination queue number.

04



The patient goes to the waiting room of the service where they will be examined, follows the patient guidance and door information screens and enters the examination when their number is called.

# THE QUEUE MANAGEMENT FLOW WITHOUT HIS INTEGRATION

1

All patients first get a queue number for the registration desk from the Transaction Kiosk at the hospital entrance.

2

The patient waits for their turn from the flow screen and counter indicators in the registration desk waiting room.

3

When the queue number is called from the counter, an appointment is created for the service to be examined, and the examination queue number is given to the patient.

4

The patient goes to the waiting room of the service, where they will be examined. Follows the patient guidance and door information screens and enters the examination when their number is called.

# USED DEVICES



The patient takes a number from the kiosk and waits in the waiting room.



When the patient's number appears on the screen, they should register at the reception desk.



The patient checks their name on the information screen in the waiting room and waits for their turn.



When the patient sees their name displayed in the "called patient" section on the screens in front of the outpatient clinic, they can enter the clinic for their examination.

# SYSTEM INFORMATION

1

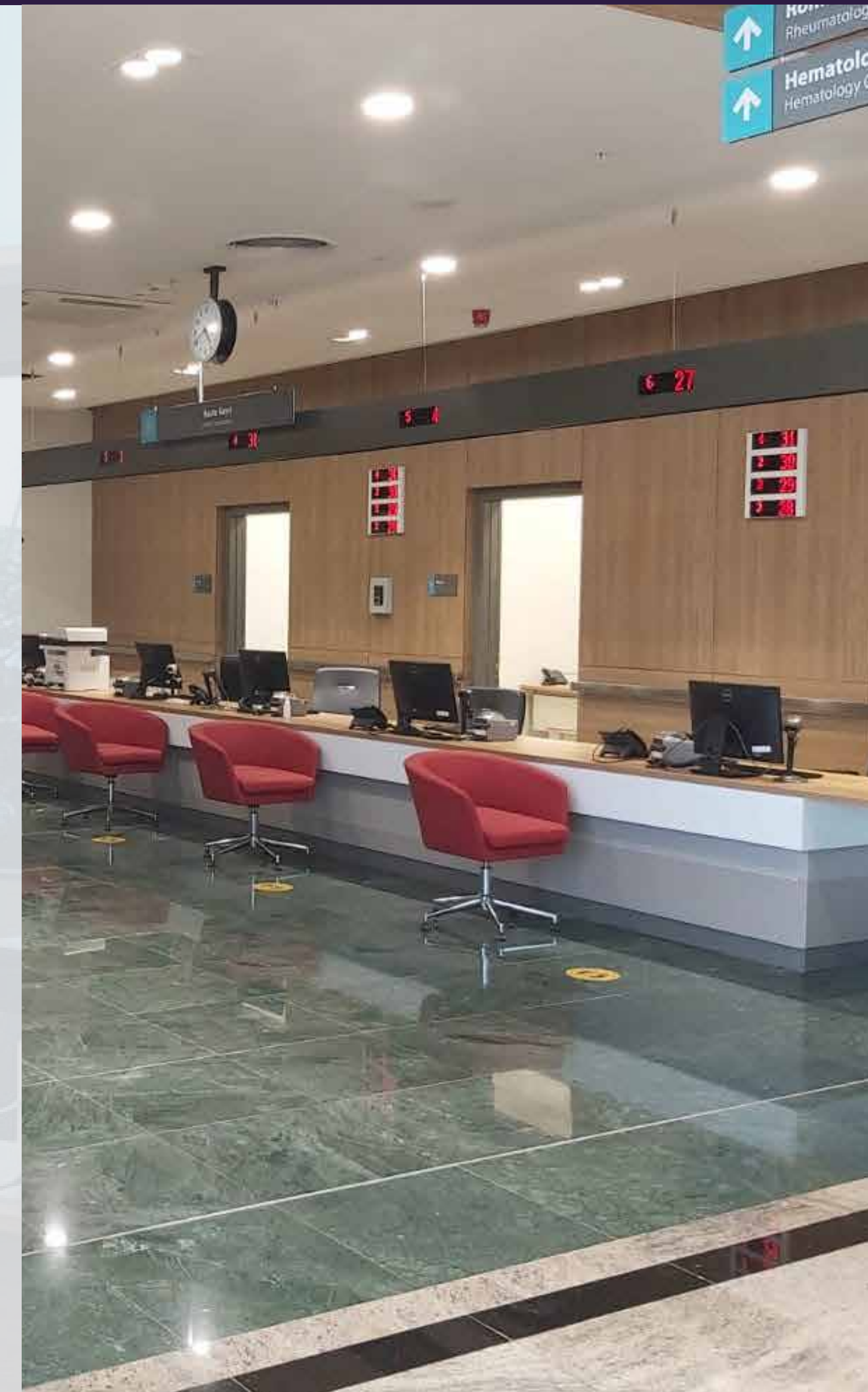
If desired, the system can be integrated with HIS (Hospital Information Management System) on the server side.

2

Each section can be evaluated separately. For example, only Kiosks and Flow Screens can be used in the Blood Collection section, while only Information Screens can be used in polyclinic sections.

3

There are two different screen types in the system. If desired, the first type is IP-enabled and can broadcast advertisements or other visuals outside of outpatient clinic hours. The other screen type is more straightforward and only reflects the computer screen of the doctors.





# FAST AND SMOOTH PATIENT EXPERIENCE

CureVision Patient Information, Guidance and Queue Management System is an innovative solution that positively affects the efficiency of healthcare organisations and patient experience.



1- Patient satisfaction increases, and the examination process becomes more effective and efficient.

2- It allows patients to have a faster and more comfortable experience.

3- Health institutions' functioning occurs more regularly, and communication problems between staff and patients are minimised.

4- The examination process proceeds more fluently and efficiently.

5- The number of waiting patients is stabilised, and waiting times are shortened;

This increases patient satisfaction and ensures a fairer examination process.

# CONTACT US



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