# Opening the
Digital Front Door

Touchless Mobile Check-in and Virtual Waiting Rooms

The days of crowded waiting rooms and patients closely queuing at a registration desk to check-in for appointments are over. Although the patient intake environment rapidly changed in 2020 – the tasks required to intake, register, and manage patient flow did not.

Pre-pandemic, patients steadily began expecting digital empowerment and convenience in managing their healthcare. In 2021 we see patients actively seeking care providers offering safe, no contact scheduling, pre-registration and check-in solutions.

Adoption of self-service patient intake platforms has been on the rise for the past several years, however now more than ever healthcare providers must adopt a digital front door strategy to retain and increase their patient base throughout the pandemic and beyond.
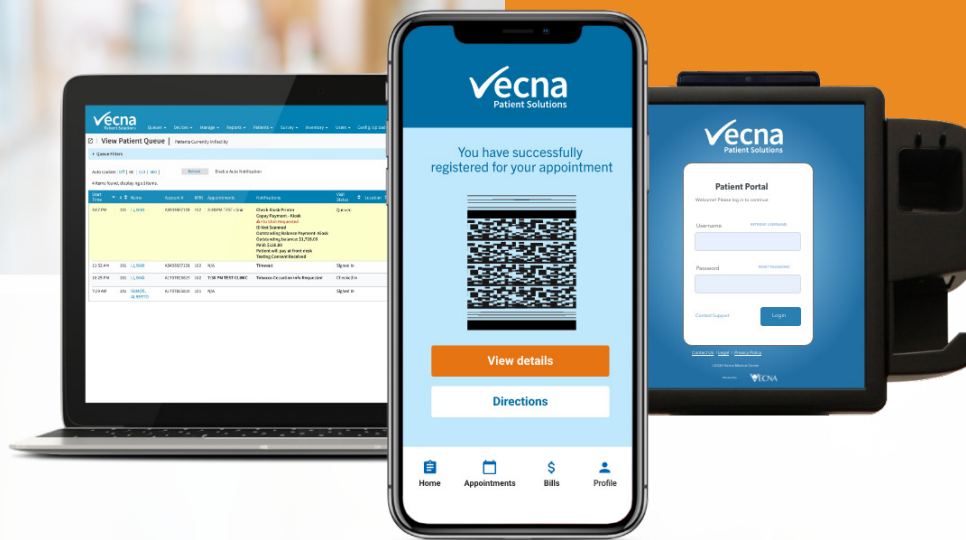
Many hospitals and health systems are turning to patient intake technologies to provide safe, patient-centric intake processes that also streamline operations freeing staff to focus on patient care.

The Vecna Touchless Patient Check-in and Virtual Waiting Room solution protects patients and staff from risk of exposure to infectious diseases such as COVID-19 by greatly eliminating contact across the care continuum. A modernized patient intake process helps increase patient volume, manage patient flow, and prepare health systems for the vaccine rollout and beyond.

Vecna Touchless Patient Check-in and Virtual Waiting Room empowers patients to conveniently prepare, register and check-in for their care appointments from any device. The Vecna staff-facing administrative tool provides full patient details, registration, and check-in status as well as room management.

Patients safely pre-register and check-in anytime, anywhere from any device so there is no need for contact with on-site equipment or for costly hardware investments.

- Express check-in tailored to patient intake workflows
- No need for contact with on-site equipment or staff
- Conveniently complete forms and questionnaires
- Receive cost estimates for care
- Update demographics
- Pay bills and store insurance information in mobile wallet
- Text alerts for new appointments and new bills
- Geofencing automatically checks-in patient from their phone using location services
- Leverage phone features such as biometrics and facial recognition
- Patient relationship management through personalized messages and outreach

A Virtual Waiting Room can be anywhere a patient feels safe. Patients can pre-register and complete intake activities from any device, anytime, anywhere. This empowers patients to wait for their appointment from any location near their care provider.
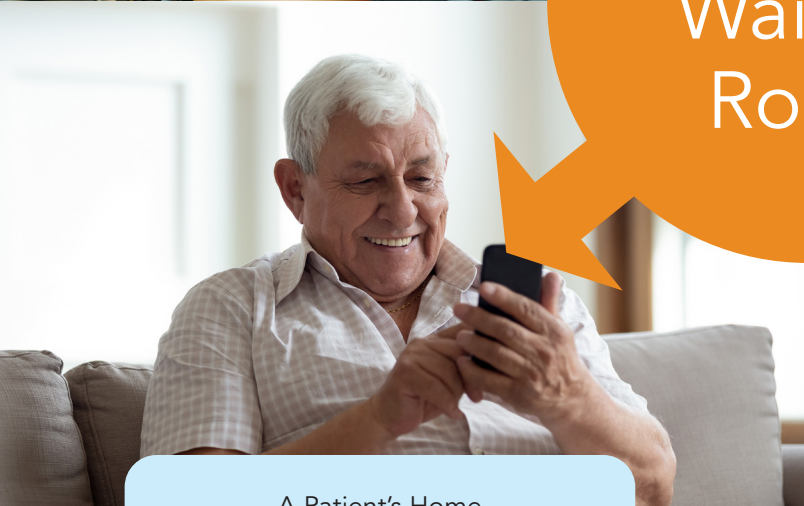
A Patient's Car

Outside the Medical Facility

Virtual Waiting Room

A Patient's Home

Park Across the Street

Patients conduct check-in activities from their personal tablet, computer or mobile phone. With mobile check-in patients leverage their device's existing tools such as facial recognition, biometrics, mobile wallet, notifications and navigation.
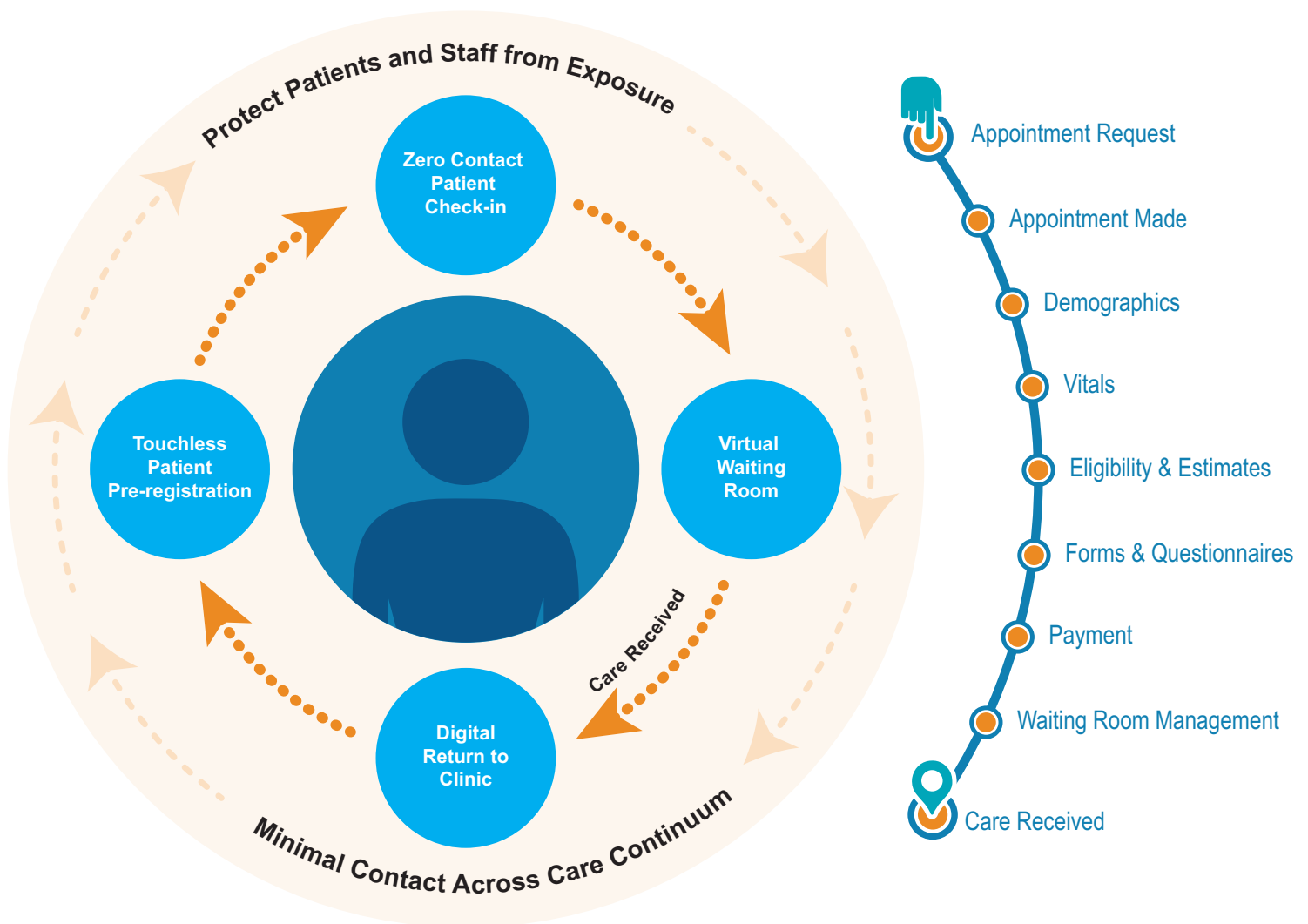
Virtual Waiting Room

Patients text their caregiver when they arrive and can also ask appointment related questions. Care providers then **text patients when it is time** to enter the building for their appointment.
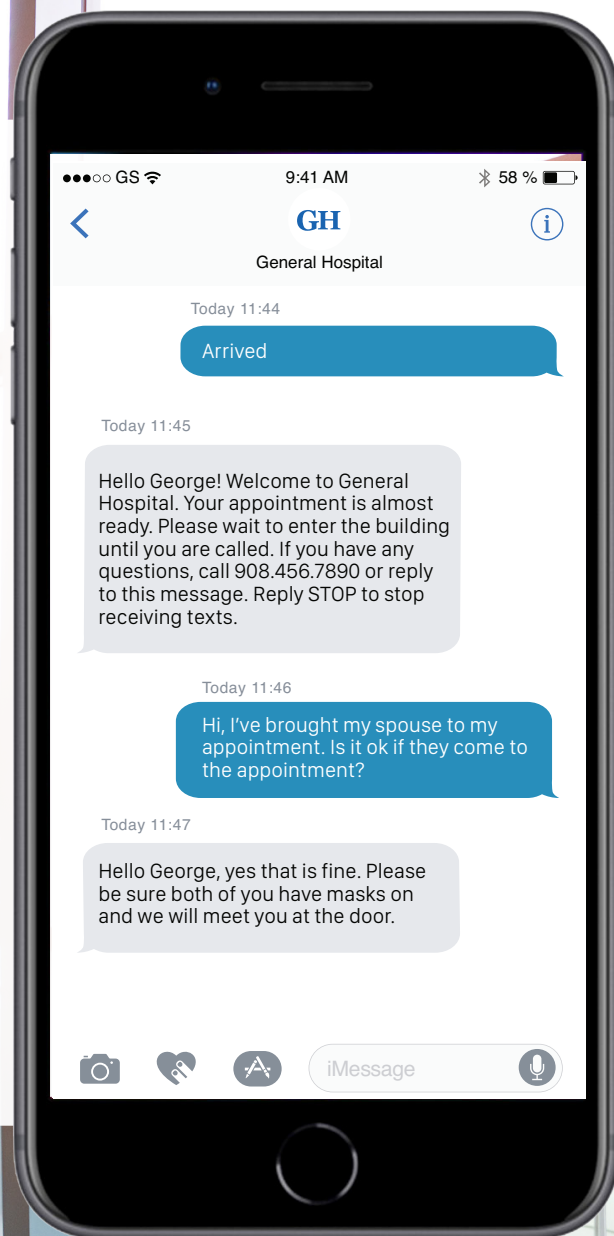
Reduce Contact Across Care Continuum

Vecna's Touchless Patient Check-in and Virtual Waiting Room helps protect patients and staff from exposure by minimizing contact across the care continuum from appointment requested to care received.

Protect Patients and Staff from Exposure

Zero Contact Patient Check-in

Touchless Patient Pre-registration

Virtual Waiting Room

Digital Return to Clinic

Care Received

Minimal Contact Across Care Continuum

- Appointment Request
- Appointment Made
- Demographics
- Vitals
- Eligibility & Estimates
- Forms & Questionnaires
- Payment
- Waiting Room Management
- Care Received

Patient Intake Platform Buyer's Guide

When choosing a partner to implement a patient self intake solution it is important to consider not only features and functionalities – but also the impact your choice will have on patient experience, safety, operational efficiency and financial goals. Read our helpful checklist for questions to consider when selecting the solution that best fits the unique needs of your health system.

Vendor Selection Checklist

- ☑ Does the solution safely eliminate or minimize contact across the care continuum?
- ☑ Does the solution provide a virtual waiting room for patients?
- ☑ Will the platform include two way texting?
- ☑ Will the solution provide immediate ROI by replacing expensive paper with digital forms?
- ☑ Will the solution help me reduce costs by streamlining operations for my administrative staff?
- ☑ Does the solution help increase collections with payment opportunities throughout the check in process - and provide real time payment posting and receipts?
- ☑ Does the solution empower patients to schedule their own appointments?
- ☑ Does the solution provide highly configurable patient workflows - and the flexibility of mobile, tablet and/or kiosk check-in?
- ☑ Will the solution provide real time insurance eligibility and payment estimates?
- ☑ Will patients have the ability to check into multiple appointments at once?
- ☑ Does the solution offer on-site wayfinding to help patients get to their appointments?
- ☑ Does the solution have an administrative tool to help manage waiting room patient flow?
- ☑ Will the vendor work with my digital marketing team to increase patient outreach, conduct marketing research and provide on-site marketing signage to drive utilization?
- ☑ Will my patients have seamless access to the self check-in portal through single sign on?
- ☑ Does the solution securely bidirectionally sync with my existing systems of record while protecting patient privacy and data?
- ☑ Will I receive a dedicated implementation team and ongoing support with continued training post implementation? And ongoing performance management reporting so I can track utilization across locations and departments?
- ☑ Does the provider also offer telepresence robots for contactless patient intake?

Contact us to learn more or to schedule a personal demo.

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