



Opening the Digital Front Door

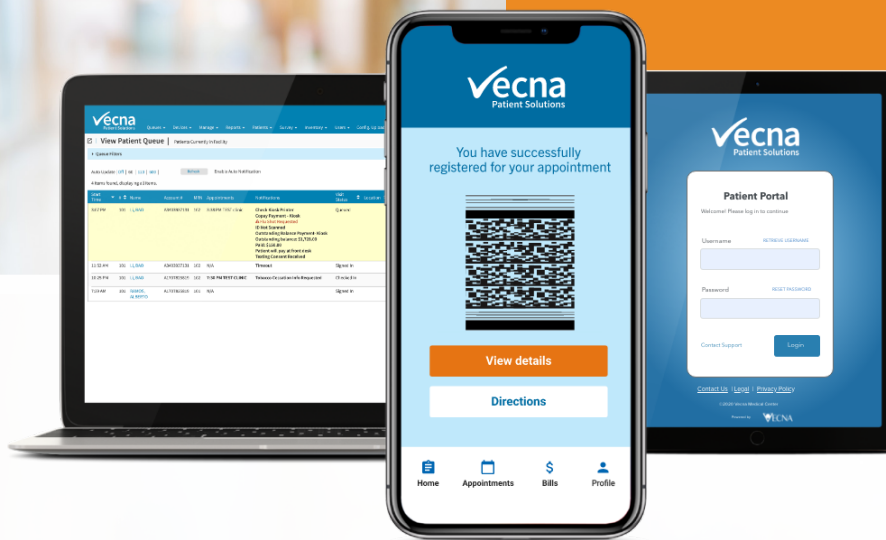
Touchless Mobile Check-in and Virtual Waiting Rooms
for Children's Hospitals



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, parents and guardians steadily began expecting empowerment and convenience in managing their healthcare. As we kickoff 2021 we see parents and guardians 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 modern approach to maintain 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 parents, guardians, 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 – all while providing a safe, positive experience.



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



Parents and guardians 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.

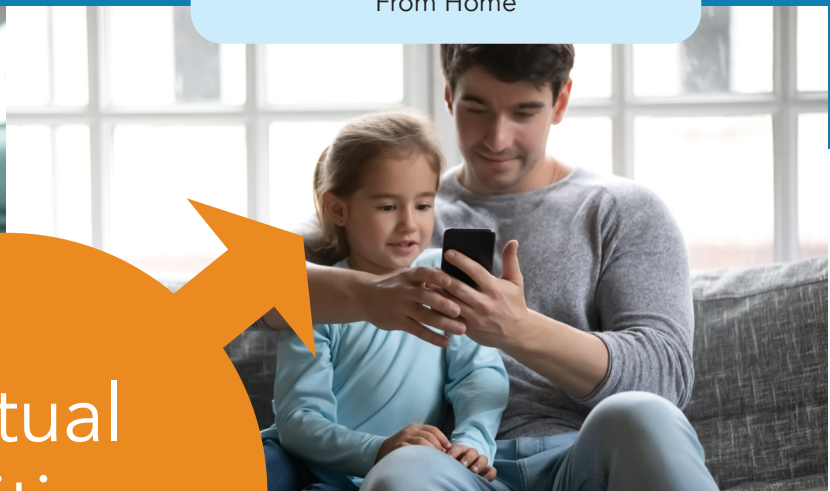
- ✓ Express check-in tailored to your patient intake workflows
- ✓ No need for contact with onsite equipment or staff
- ✓ Conveniently complete forms and questionnaires
- ✓ Receive cost estimates for care
- ✓ Update demographics
- ✓ Pay bills and store insurance information in mobile wallet
- ✓ Text 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 person feels safe. Parents and guardians can pre-register and complete intake activities from any device, any time, anywhere. This empowers them to wait for their appointment from any location near their care provider.

A Car



From Home



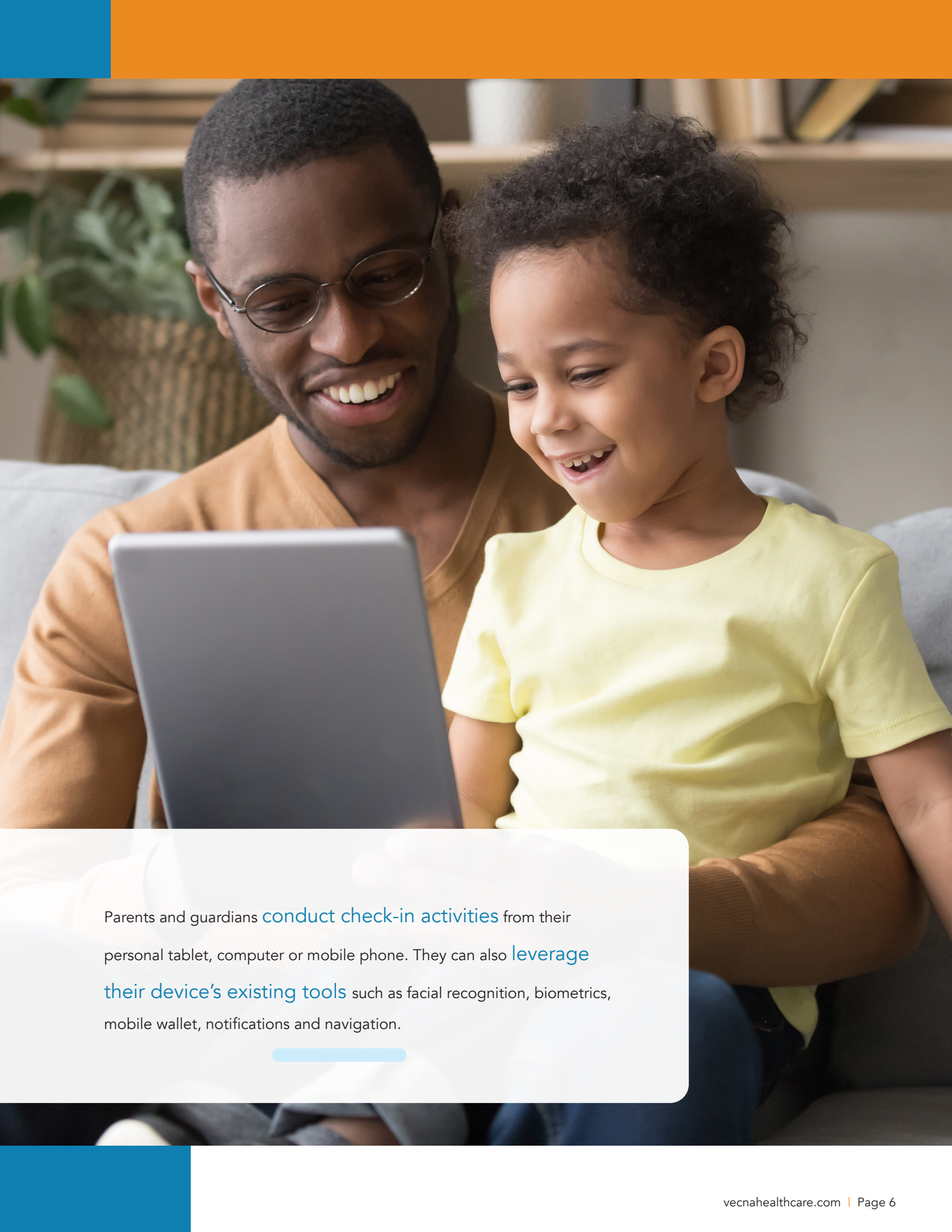
Virtual Waiting Room



Outside the Medical Facility



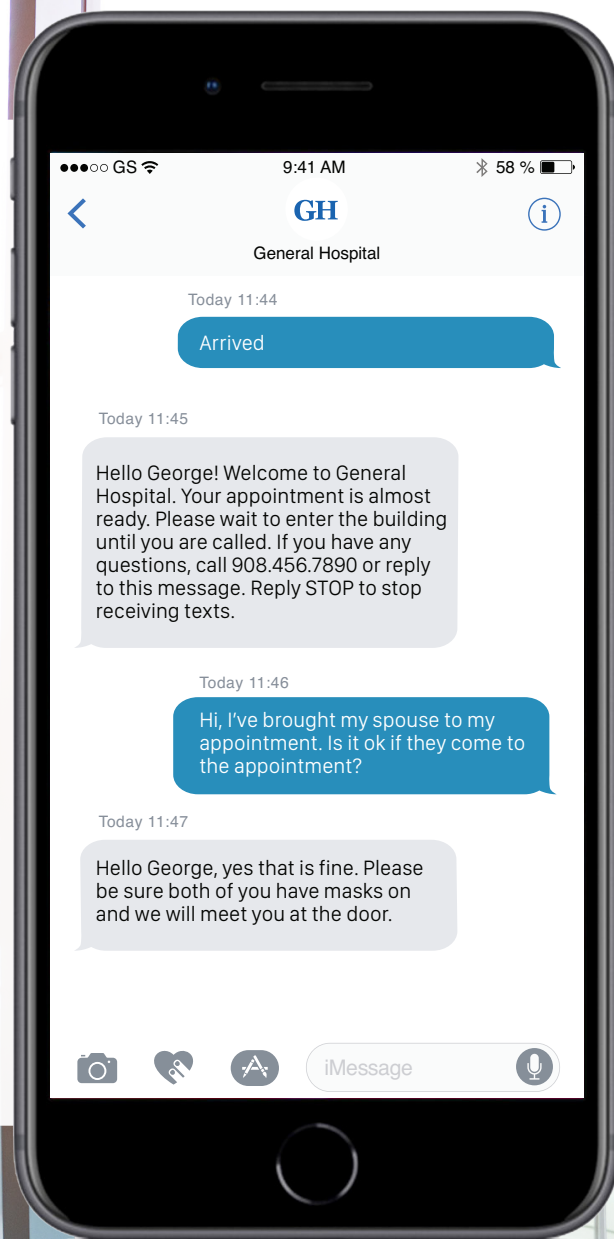
Park Across the Street



Parents and guardians [conduct check-in activities](#) from their personal tablet, computer or mobile phone. They can also [leverage their device's existing tools](#) such as facial recognition, biometrics, mobile wallet, notifications and navigation.

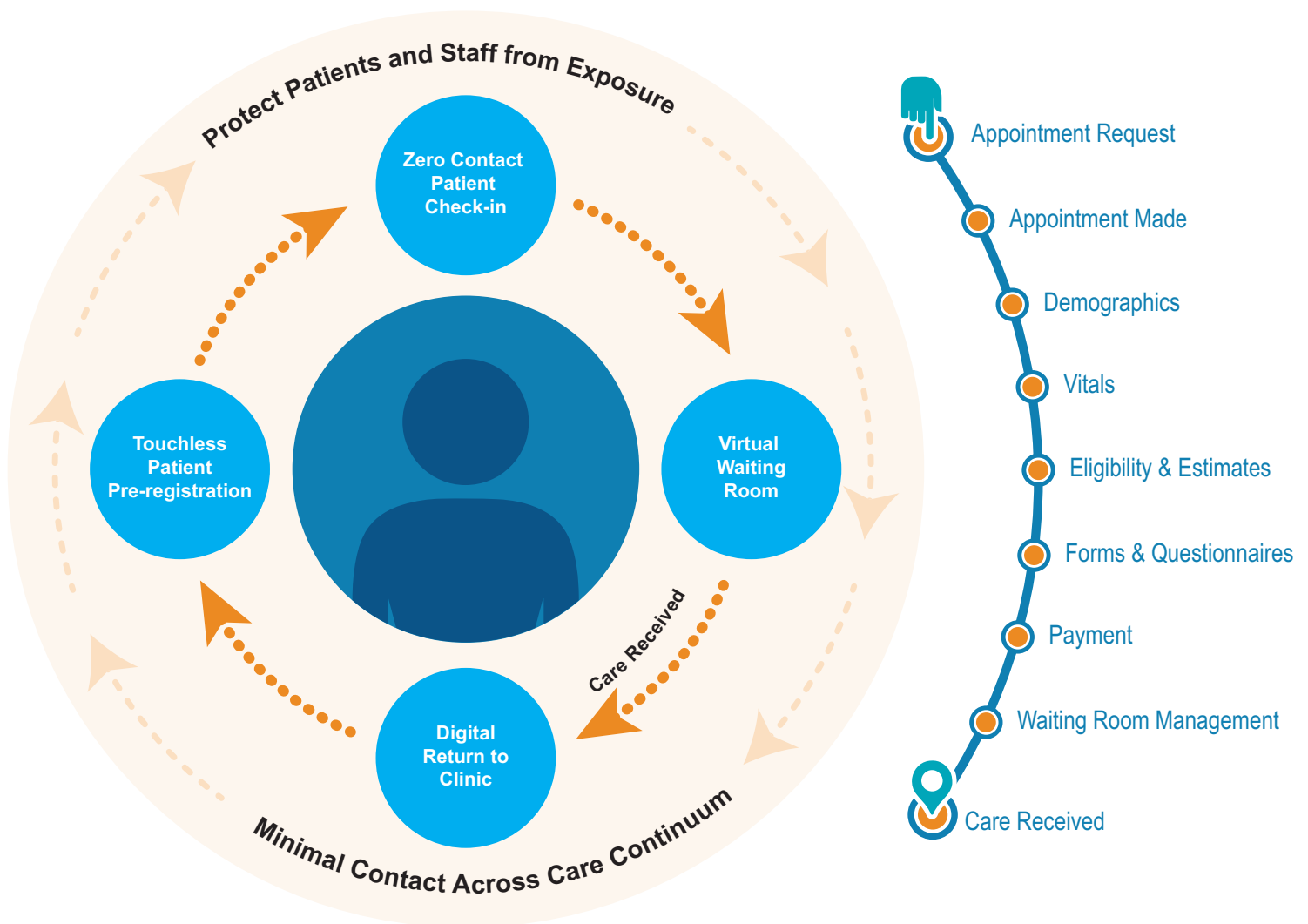
Virtual Waiting Room

Parents and guardians text their caregiver when they arrive and can also ask appointment related questions. Care providers then text 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 reduce exposure by minimizing contact across the care continuum from appointment requested to 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 parents, guardians and 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 me increase collections with payment opportunities throughout the check in process - and provide real time payment posting and receipts?
- ✓ Does the solution empower parents and guardians to schedule 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 users have the ability to check into multiple appointments at once?
- ✓ Does the solution offer onsite wayfinding to provide directions to appointment locations?
- ✓ Does the solution have an administrative tool to help staff 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?
- ✓ Does the platform provide 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.

[Vecnahealthcare.com/demo](https://vecnahealthcare.com/demo)

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