

Not seeing the return on your kiosk investment?

Struggling with patient adoption?

In the ever-changing landscape of healthcare consumerism, patients are looking for more options to interact with your health system. Kiosks are a great way to engage patients, streamline arrival workflows, increase point-of-service collections, and achieve labor efficiency. However, many organizations struggle to find the right blend of facilities design, kiosk hardware, Welcome configuration, and operational workflows to achieve desired results.



Facility and Workflow Analysis

As part of our assessment, we will visit the physical locations in which kiosks are placed and/or future kiosk locations. Achieving the right blend of visibility and privacy is critical to high kiosk utilization. Our team will help you determine optimal placement and kiosk hardware models to meet the needs of the location, as well as review operational workflows and staffing levels, to provide you with a full picture view of what it takes to be successful with Welcome kiosks.

Epic Welcome Configuration

Welcome should complement your pre-registration and MyChart eCheck-In workflows to achieve a quick and easy arrival experience for patients. In our assessment of your Welcome workflows and configuration, we will review your screen flow, kick-out rules, and any special logic and/or configuration. We will also recommend modifications or enhancements to the workflow. Finally, we will review your kiosk reporting so you are able to accurately assess your success and opportunities for improvement.



The Project

A Welcome Assessment typically takes between 3-5 weeks, depending on the scope of your kiosk program and number of locations. At the end of the assessment, you will receive a holistic recommendation for building and maintaining a successful kiosk program. The assessment will include recommendations for facilities design, kiosk placement, kiosk hardware, operational workflows and staffing, and Welcome configuration.

KEY PROJECT BENEFITS

- ☑ Increased Patient Engagement
 - Streamlined arrival process
 - Provide more options to your patients

- ☑ Increased Return on Investment
 - Increased kiosk utilization
 - Increased point-of-service collections
 - Increased labor efficiency
 - Decreased physical space needs
 - Better support for your front-end staff

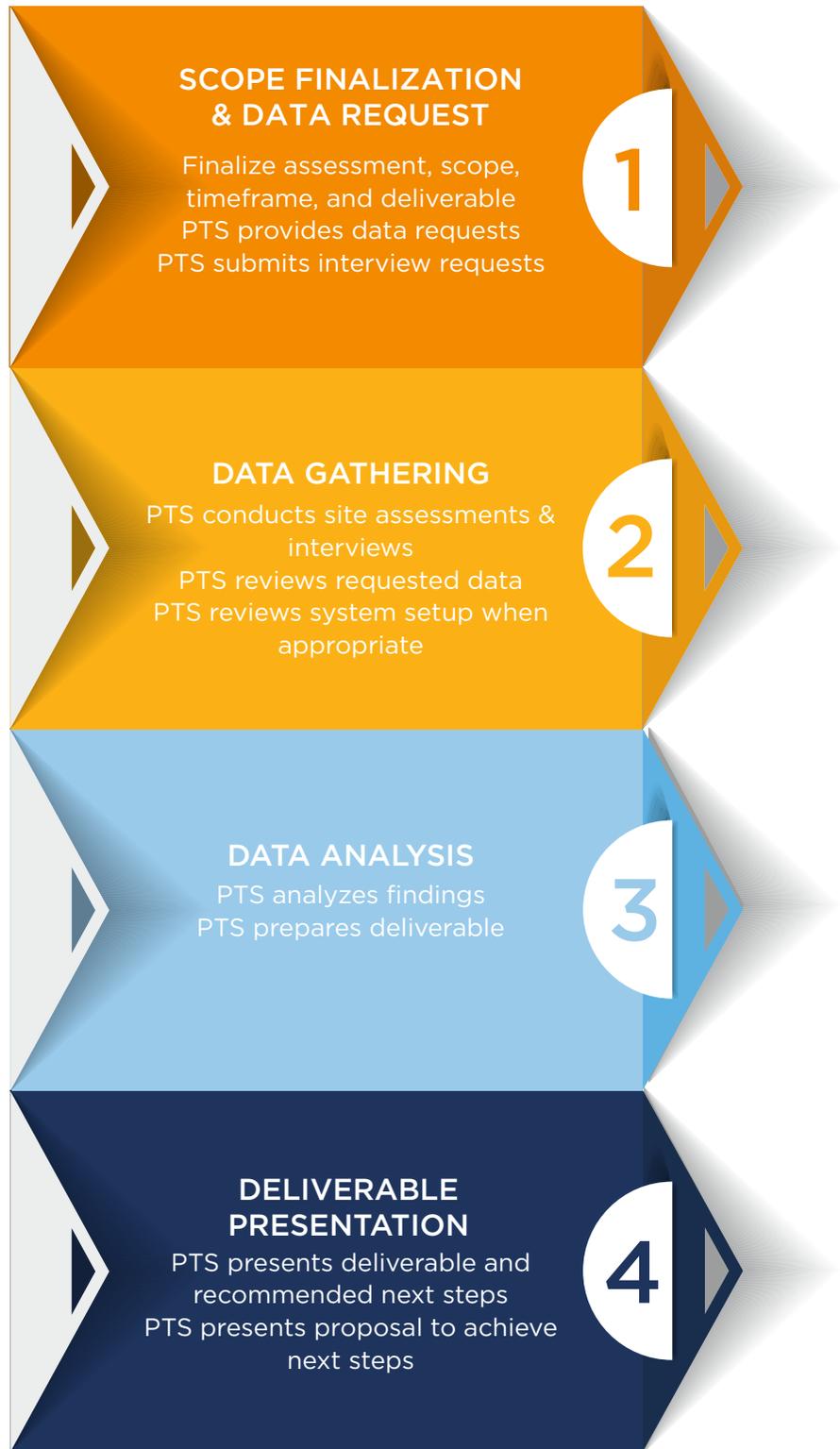


Parallon
Technology
Solutions
provided

us with the flexibility, experience and cost effectiveness needed to continue supporting our end-users with the same care they have received in the past. By partnering with Parallon Technology Solutions we combined excellence, key proven practices and deep expertise for the benefit of SLHS.

—Todd Hatton, CIO
Saint Luke's Health System

THE PTS ASSESSMENT PROCESS



WHO WE ARE

We provide EHR implementations, IT help desk, application support, IT managed services, hosting, technical staffing and strategic IT consulting services to hospitals, outpatient facilities, and large physician groups nationwide. With a team of over 400 clinical, financial and technical professionals, we have implemented EHR systems in more than 300 facilities. We offer staffing and remote support services for all major EHR acute and ambulatory platforms as well as their ancillary applications.