



17314 Hialeah Drive
Odessa, Florida 33556
917 539 5070 ph
203 547 7999 fax
www.queuevision.com

PatientEase[®]

Helps streamline your hospitals' processes, improve patient flow, and increases the efficiency with which you care for your patients. It allows hospitals and other healthcare facilities to better handle patient flow, feedback, communication and customer service.

“Patients now are interested in more than just a great technical outcome.”

Bridget Duffy, MD, Chief Experience Officer, Cleveland Clinic

1.3.0.3

PATIENT  EASE

Welcome Message

Slogan, additional greeting or special instructions...



Please Swipe Loyalty Card


To Continue
Please Press Here


To Clear Input
Please Press Here

QueueVision

Improving the Patient Experience

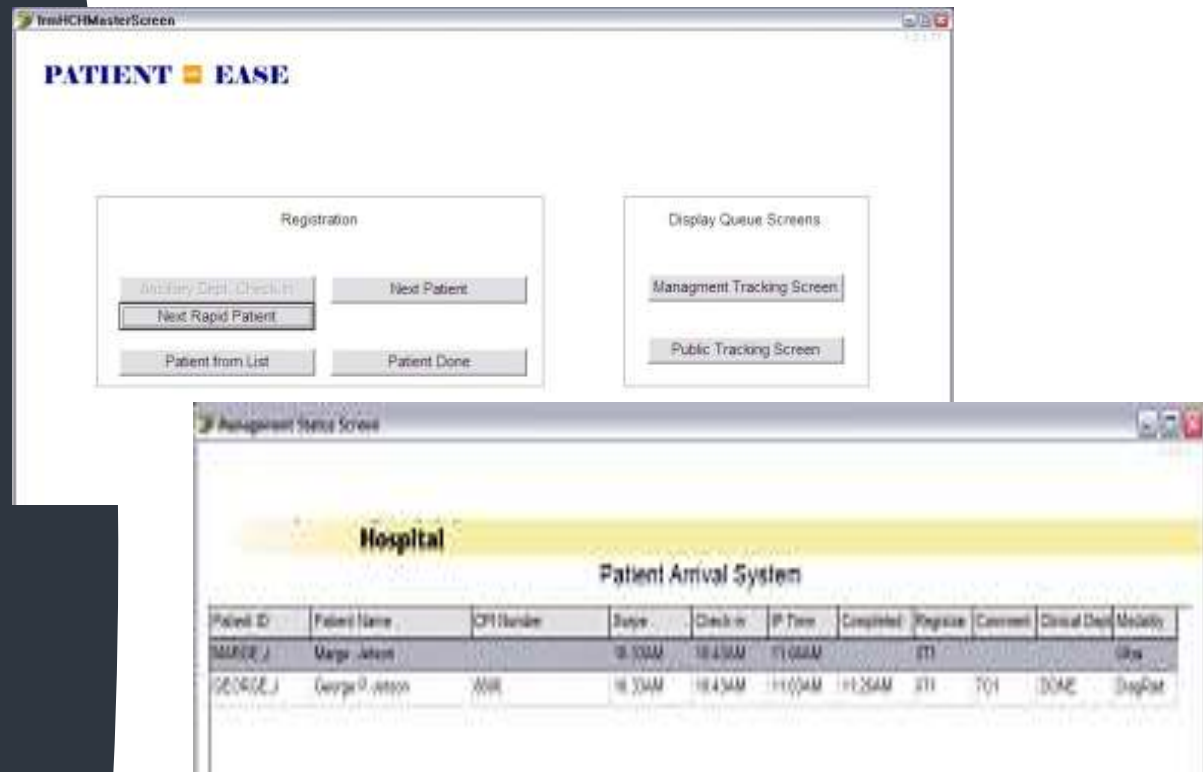
PATIENTEASE[®] SOLUTIONS

- **PATIENT QUEUING SYSTEM**
- **LOYALTY CARD SYSTEM**
- **CRM DATABASE**
- **MARKETING SUPPORT**
- **TARGETED ADVERTISING**
- **PATIENT ACCESS AUTO**
- **DECISION SUPPORT**
- **PATIENT SATISFACTION**
- **PHARMACY QUEUING**
- **BUSINESS OPTIMIZATION**

PatientEase[®]

Automation solutions for healthcare have focused on support for clinicians and support for administrators. Customer Service support for patients has been lacking. The starting point for customer support commences too late in the process to establish the quality perception organizations strive to achieve. Queuevision has developed a solution for provision of a customer support solution as a mechanism for differentiating your institution from its competition. Queuevision has developed solutions to help streamline your hospitals' processes, improve patient flow, and increase the efficiency with which you care for your patients.

PatientEase focuses on improving relationships between healthcare providers and their patients through process improvement, customer contact and automation. PatientEase™ includes two complete systems, PatientEase™ PQS (Patient Queuing System) and PatientEase™ LCS (Loyalty Card System). Each system includes several modules for managing processes and interacting with your customers on several levels.



Patient Queuing System (PQS)

Is a complete patient queuing solution providing coordinated linkage between healthcare areas and departments. PQS allows patients to move easily to complete clinical procedures while expending a minimal of administrative time



Loyalty Card System (LCS)

The Loyalty Card System provides healthcare facilities the ability to produce branded patient health care cards that can be used with the PatientEase Patient Queuing System.



The system can be integrated with existing registration systems using our HL7 interface. Printing and importing of customer data is automated using standard Microsoft .NET and/or web services.

In today's marketplace, hospitals need both quality of care and positive patient perception to survive. Patients' perception of quality, as measured by patient satisfaction, is closely tied to improved clinical outcomes, increased physician loyalty, improved operational efficiencies and enhanced risk mitigation. Hospital margins are thinning. Reimbursements are harder to earn. Improving the patient experience is essential.



Kiosks

The optional use of Kiosks allow patients to "self check-in" using a card and an easy to use touch screen menu. Patients sign a signature pad which electronically records their signature. This empowers your patients and provides portals to interact with your patients.

PATIENT EASE

NOW ASSISTING:

- KEVIN T.
- JAMES P.
- KAREN C.
- LOUIS F.
- MARK H.
- JESSICA K.
- ROBERT I.

*Patient's Name displayed in the order of being helped

Friday	Saturday	Sunday
Partly Cloudy High 76°F Low 55°F Precip: 10%	Sunny High 79°F Low 58°F Precip: 0%	Mostly Sunny High 81°F Low 59°F Precip: 0%

Last updated November 6, 2004 7:23 AM EST

72° TODAY IN FINANCIAL NEWS... K MART AND SEARS MERGER SCHEDULED TO
10:09 AM EDICAL NEWS... BREAKTHROUGH IN CANCER RESEARCH WITH NEW PILL FOR



Public Displays

PatientEase Public Display Module displays statuses, entertainment, marketing, advertising and other information on Display Screens strategically installed in waiting areas

Tablet PCs

The Tablet Module allows Hospital Customer Service Representatives to service patients at their seats in the waiting room or in treatment areas. These computers are able to work within a wireless environment where they have the mobility to welcome, register and check data at the patient's location.

QueueVision
Improving the Patient Experience

17314 Hialeah Drive
Odessa, Florida 33556
917 539 5070 ph
203 547 7999 fax
www.queuevision.com