

Patients help to reduce check-in queues using automated arrivals

More than 40 per cent of patients at Greyfriars Surgery are actively checking themselves in using automated arrivals – only six months after installation.

Greyfriars Surgery, Hereford was one of the first EMIS practices in the UK to introduce an Egton PAERS automated arrivals kiosk, which enables patients to check themselves in on arrival and helps cut queues at reception.

Designed exclusively for surgeries using EMIS, automated arrivals is the new electronic reception system that saves time for busy GP surgeries. It aids receptionists by reducing queues at the front desk, which enables them to spend more time on incoming calls and helping patients with longer, more complicated queries.

automated arrivals is a touch-screen system that allows patients to arrive themselves for an appointment. Fully integrated with the EMIS clinical system, automated arrivals is aware of all appointments made with doctors, nurses or other healthcare professionals at the practice.

“automated arrivals delivers real benefits to all our patients – whether they use the system or not.”

The system automatically informs the clinician via the EMIS appointments module that the patient has arrived.

Greyfriars Surgery

Greyfriars Surgery serves more than 5,500 patients and employs a total of 15 members of staff including six receptionists, three nurses, one healthcare assistant, four partners and one practice manager.

Receptionist, Mandy Bee has high praise for the new check-in system: “I think self check-in is a great service for our patients. I like the fact that it provides them with a level of independence and convenience.

“automated arrivals delivers real benefits to all of our patients – whether they use the system or not. If a patient is happy to use the kiosk, they can check themselves in quickly and easily. Alternatively, those patients that would prefer to speak to a receptionist, benefit from reduced queues and shorter waiting times when telephoning the surgery.

“For the practice, it has meant that receptionists have more time to dedicate to other duties allowing the practice to run more fluently by reducing bottlenecks at reception during busy times. We’ve also recently introduced EMIS Access online appointment booking, and the extra time enables our receptionists to provide help and advice on the additional services that we now provide.

“The only problem – if you can call it a problem – was deciding where to put it. We wanted it to be easily accessible when you walk in. We settled for a perfect spot next to the reception desk.”



Egton PAERS automated arrivals in use at Greyfriars Surgery

Choosing the right self check-in system

Greyfriars Surgery chose a wall mounted Option 100 unit with standard date of birth authentication, which was installed in July 2005.

Senior Partner, Dr Frith comments: “We made the decision to purchase a patient check-in system to improve the efficiency of patient arrivals, and release reception staff to provide telephone advice, concentrate on booking appointments, as well as helping patients with EMIS Access.

"We looked at a number of systems and chose Egton PAERS automated arrivals because it has seamless integration with our EMIS system, and found the price to be most competitive.

"It allows patients autonomy and is extra helpful at our practice, because it can direct the patient to the relevant floor in the building – where the doctor is consulting, as well as inform them of an approximate waiting time if we're running late."

Positive patient feedback

The service has proved particularly popular with patients, Mandy explains: "The feedback we have received from our patients has been really positive – many exclaiming how much they enjoyed the experience.

"Everyone has found the system really user friendly. A small number of our patients – that aren't computer friendly – required guidance the first time they used the system. Staff were prepared to oversee their check-in and guide them through the process – step by step. With this guidance, they were able to use the system, and were proud of themselves for persevering with it.

"The system is widely used by all our patients. We expected to see a defined group that used it more than others, but have discovered that everyone is more than happy to use it, from small children to pensioners. The timesaving benefit is clear to all."

"More than 40 per cent of patients are already using the system."

A timesaving system

Mandy continues: "More than 100 doctor and nurse appointments take place every day, and we've noticed a reduced number of patients that check-in at reception. We currently estimate that more than 40 per cent of patients are already using the system, which works out to be more than one hour each day that we save, and it's still early days.

"Our receptionists have more time for other practice duties such as filing and other administration, as well as devoting more time to those patients that require longer at the reception desk, for example patients with special needs or complicated patient queries.

"Overall, the system has been a huge success. Our patients enjoy using the system, and our practice staff enjoy the extra time they have to concentrate elsewhere.

"We'd be happy to recommend the system to other practices – it makes all the difference. Automating the check-in process is such a simple idea, but makes a huge difference to the working practice day."

Further information

With prices starting from only **£2,475+VAT** the Egton PAERS range of automated arrivals kiosks offers value for money and is available on a variety of contemporary kiosks, designed to suit all practice surroundings.



Exclusively available with an Egton PAERS automated arrivals system, kiosks can incorporate unique fingerprint authentication technology (available on selected models).

If you would like an Egton PAERS automated arrivals information sheet or price list, please telephone EMIS Central Operations on **0870 120 5529**. Alternatively visit **www.emis-online.com** and view the entire range of kiosks in the online shop.

