Digital Queue - Patient Flow Management

Case Study @

Apollo Hospitals a leading Healthcare provider in India implemented Trackerwave RTLS Digital Queue Management solution at Apollo Personalized Health check center in Chennai. Main objective of implementing the solution was to enhance the quality of patient care, improve safety and to optimize the Healthcheck workflow process. The case study gives an overview of the features of the solution, workflow process, challenges faced and impact after the solution has been implemented

Apollo Hospital being a pioneer of healthcare delivery in India is committed to provide quality care to patient and is focused on improving patient satisfaction.

They decided to adopt Trackerwave RTLS based Digital Queue solution in the year 2019 in a view to streamline the entire Health-check process at Apollo Health-check facility in Chennai.

Key Features of the Solution

The Digital Queue Management Solution guides the patient to each test location based on the sequence, the dynamic system detects the queue length and re routes the patient to an alternate test location if the queue length is more at the designated test location.

Due to the dynamic queue sensing feature waiting time at each test location reduced drastically resulting in the overall Healthcheck process getting completed quickly enabling patients to go back home earlier resulting in enhanced patient satisfaction.

As the TAT for completing Healthcheck for a patient reduced after implementing Trackerwave Digital Queue Management solution the facility was able to accommodate more patients leading to increased productivity.

Implementation Process

Infrastructure setup: The hospital installed the necessary infrastructure, patient tag for Day care patients, gateway readers at service locations to establish the RTLS system throughout the facility.

Staff training: Comprehensive training was provided to hospital staff to have better coordination for the Health check, OP appointments patients.

Integrating the RTLS system with the hospital's existing EMR system to support care management and clinical workflow. The integration enables patient auto selection for registration.

Impact

Improved TAT of the patient. The average time spend for the health check reduced by 20 %. This improved patient satisfaction and accommodated more patients per day at the facility.

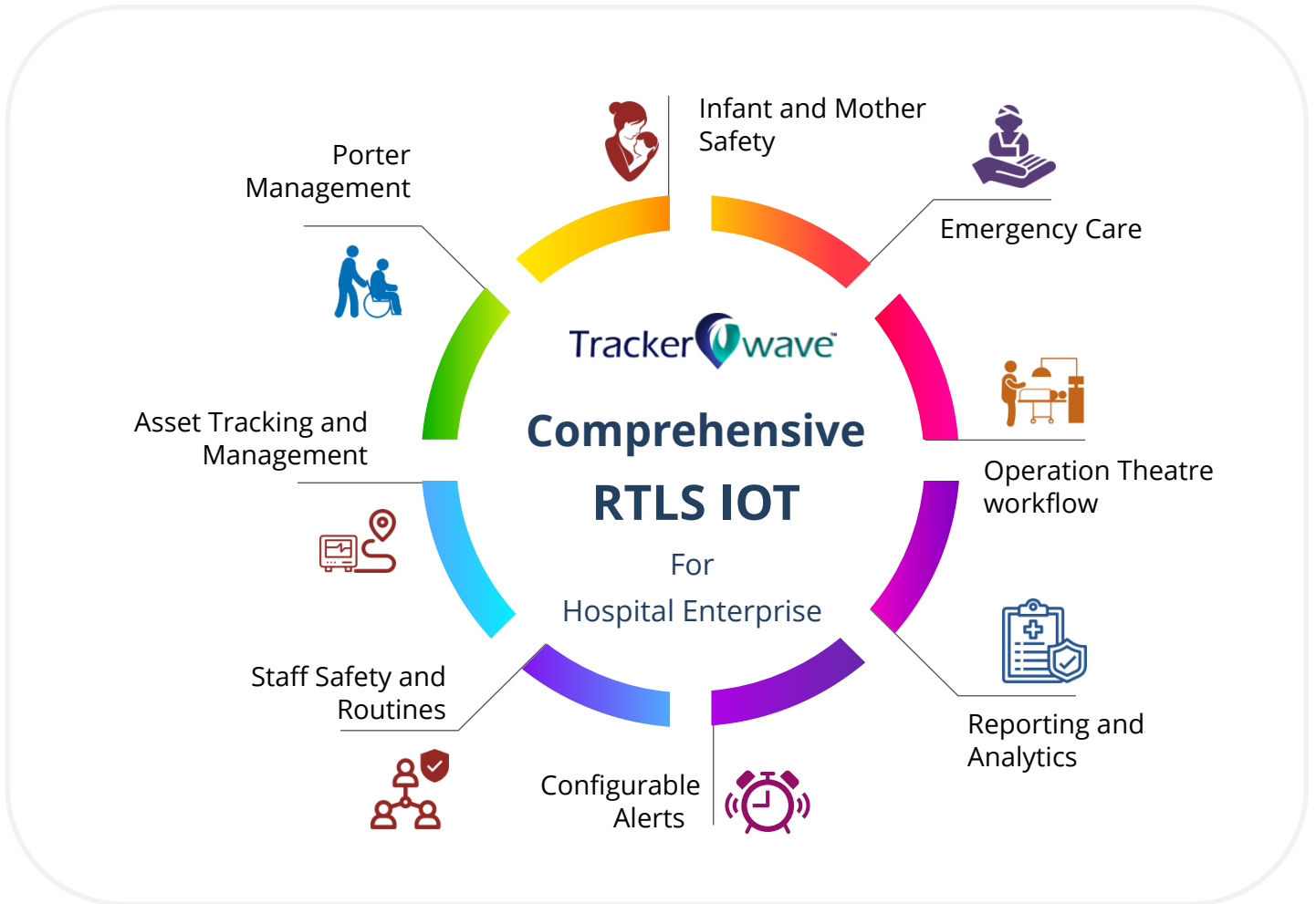The fully automated workflow reduced staff effort enabling them to focus more on clinical tasks.

Facility manager can view the whole process live in real time and can make immediate intervention to resolve issues as and when it happens.

Conclusion

With the successful implementation of Trackerwave Digital Queue management solution, Apollo has experienced optimal waiting time, reduce perceived waiting time and increase in the quality of service by streamlining the patient flow and making it more efficient and structured leading to enhanced patient satisfaction and improved staff productivity.

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