

# Solution #1: Patient Intake Management

## Client



## Industry

Healthcare

## Process Type

Patient check in,  
identification,  
communication  
on wait times,  
case closing,  
EPR management

## Partner



## Products Used

Attended  
Robots  
Orchestrator  
Studio  
iPad/Tablet  
SMS Messages

## Challenge

University Health Network needed a solution to alleviate unnecessary tasks from clerical staffs duties, as well as improve patient experience. Greenlight tasked the participants: improve the overall check-in process in clinics and, and patient visibility in the waiting queue.

## Solution #1

When a patient enters a clinic, they're given an iPad. This iPad is used to scan the patient's health card, then their patient information is instantly uploaded into the clinic's Electronic Patient Record (EPR) system by the attended robot.

Once the patient has scanned their card, the robot updates the patient's arrival status on the clinic's whiteboard.

**A unique feature:** The patient has the option to register for SMS updates regarding their wait time. The robot will generate these SMS updates every 15 minutes using information from the whiteboard.

Once the patient has completed the check-in process on the iPad, the robot will calculate the estimated wait time using the information on the whiteboard, and display it on the patient's phone. It will also update the patient's wait time on the whiteboard.

Once the patient has completed their visit, the physician will close their file in the EPR. This will trigger the robot to update the status of the patient on the whiteboard and remove them from it.

## Benefits

An iPad allows for an efficient check-in process. It ensures social distancing in clinics is followed, better customer experience, reduced overhead for clinical staff, and timely reporting to patients. This solution allows practitioners to focus on patient care.

## About Greenlight Consulting

Greenlight Consulting is a Robotic Process Automation and IT Staffing company based in Toronto, with a national footprint. Being a boutique IT Consulting and Staffing firm for over 13 years and working with some of North America's largest organizations, we have a proven track record for helping clients solve their Human and Digital resourcing needs.

## Disclaimer:

The solution above was created by a post-secondary student during our hackathon, GLackathon 2021. Contact Greenlight Consulting to learn more about our healthcare solutions.