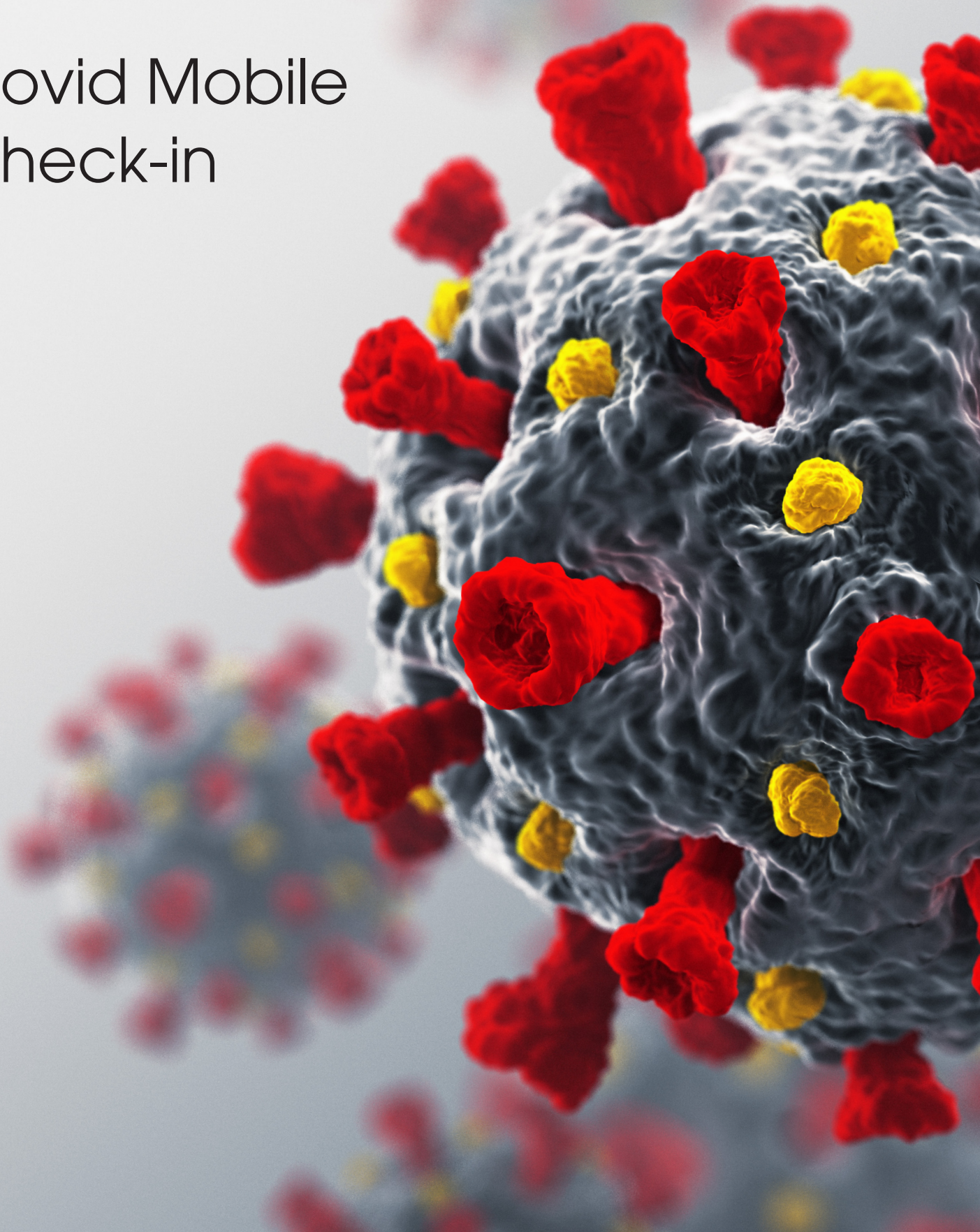


Covid Mobile Check-in



Covid Mobile Check-in

The Covid-19 crisis has precipitated a paradigm shift in healthcare delivery.

Taking back control

The Covid-19 crisis is unprecedented and has precipitated a paradigm shift in the way healthcare is now delivered.

Outpatient and ambulatory care departments face the twin challenge of running newly re-designed services whilst also addressing the mounting patient backlog.

Virtual consultation platforms, such as Savience Convey, help with both as:

- a) they provide a flexible and secure means of messaging between providers and patients and
- b) clinicians are better able to review patients and re-prioritise case loads based on up-to-date communications and questionnaires.

Social distancing patient flow

Outpatients and ambulatory care tend to be the busiest departments in a hospital.

Even a modest sized healthcare provider can see hundreds of thousands of patients a year.

Combating Covid-19 means ensuring strict social distancing policies are adhered to in often ill-equipped hospital surroundings.

How can virtual consultation technology assist as clinics begin to re-open - and do so quickly and safely?

Savience Convey manages patient flow from online check-in to arrival at the hospital location.

By supporting Virtual Wait Areas, e.g. Parking Lot, Savience Convey enables hospitals to provide and manage a controlled environment where patients can wait in safety.

Integration and a shared platform

Clarity, the Savience patient flow solution, integrates with a hospital's patient appointment management system.

Clarity has full knowledge of all current and future patient appointments and uses this information to help the care provider plan and manage patient attendance e.g. during an outpatients visit.

Managing patient flow through the clinics is a core Clarity feature. Patient information is shared across the Clarity ecosystem, be it a clinician's clinic dashboard view or within a busy registration department.

Savience Convey now extends patient flow management back to the patients home.

Convey enables patients to manage their appointments online and to respond to any key questions relating to Covid or infection control that the hospital needs to ask Convey completes the patient's pre arrival or registration process and updates their status in Savience Clarity.

Patient responses to the questions in Convey are displayed on the Clarity dashboard, ensuring that the care team now has a complete view of the patient journey, all the way from home to all the way through their clinic attendance.

Once within the hospital environment, the patient has 3 options to complete the arrival process.

Smart geolocation check-in

Savience Convey supports Geofences. With location services enabled on a smartphone, a patient's arrival within any of the designated locations will trigger messaging back to Clarity to complete the arrival process. This can be fully automated.

"I'm Here". When the patient arrives within the geofenced location, an additional button will appear on Convey. Marked "I'm Here", clicking the button triggers the arrival process.

Contact-less check-in

If the geofencing approach is not possible, a further option enables patients to use an Arrival Point.

Arrival Point is a static display showing a large format QR code. Located anywhere on the hospital site, accompanying signage indicates to the patients that they should scan the QR code to check-in.

The patient simply opens Convey, clicks on the QR code button and the phone's camera scans the code to complete the arrival process.

Giving patients choice and information

All 3 check-in options support patients with additional information such as a unique call number, directions from their actual location and wayfinding details.

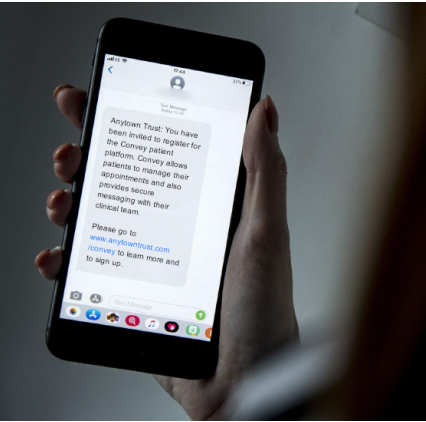
Patients receive notifications to their phone, confirming that the hospital knows they are on site. They also receive real time updates on waiting times reassuring them that they have not been forgotten.

Managing the flow. Social distancing

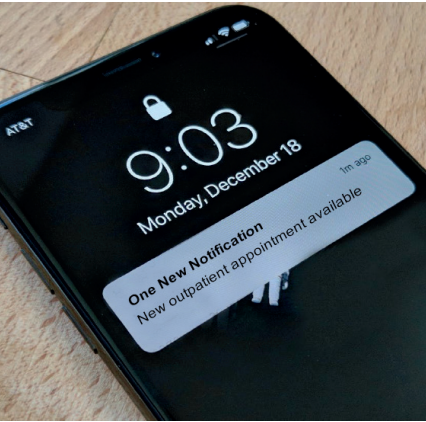
Savience Clarity users in the hospital can see that the patient has arrived in the Virtual wait Area.

When it is safe to do so and the clinic is ready to see the patient, a further message is sent to the patient requesting they enter the hospital.

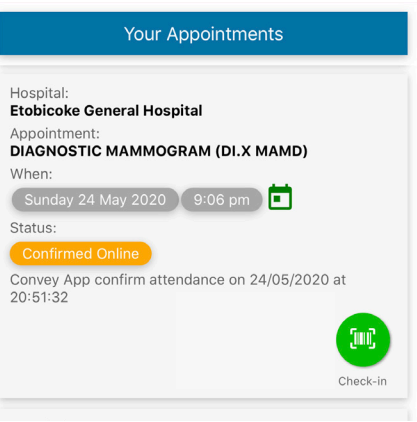
Covid Mobile Check-in Workflow



1. Patients are sent invitations to register with Convey by text or email

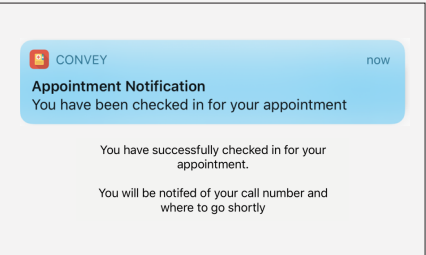


2. Patients receive alerts when there are new Convey updates e.g. a new outpatient appointment



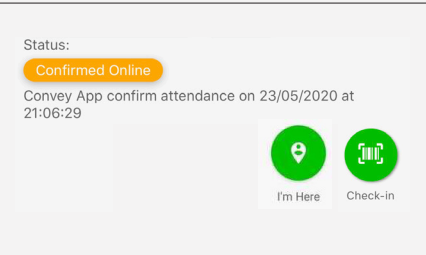
3. Patients confirm their attendance in Convey, and later are sent a text or email with details of where to wait before their appointment e.g. a hospital car park

There are now 3 possible options:



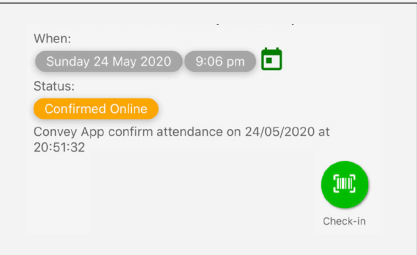
Nearly automatic check-in

Patients drive to a designated location, cross the geofence and upon opening the Convey app are automatically checked in



Semi-automatic check-in

Patients drive to a designated location, cross a geofence and check themselves in by clicking the "I'm Here" button



Manual check-in

Patients drive to a designated location and scan themselves in at an arrival point

CLARITY- Savience Canada Demo															
All Status Room 26/05/2020															
Status	Arrival Time	Clinic ID	App. Time	Patient No.	Patient Surname	Patient Forename	DOB	Updates	Notes	Next Activity	Call Number	HCW	Appointment ID	PreText	Enrol Reminders
Processed	17:08	DERMD1	10:11	123	JEFFERSON	ROGER	M 01/01/1970	1		DERMD1	1004	123 456 7890-AA	23	Y	Y
Processed	17:09	CARDIO	11:14	210	MATTHEWS	ANDREW	M 01/01/1970	1		CARDIO	1008	123 456 7890-AA	272		
Being Called	17:09	US1	11:14	P10000	ROBERTS	PETER	M	1		US1	1003	555 555 7873-BE	371		
Arrived	17:10	CARDIO	11:28	202	DELANEY	SIMON	M 01/01/1970	1		CARDIO	1007	123 456 7890-AA	342		
Arrived	17:10	CARDIO	11:28	204	WATTS	SALLY	F 01/01/1970	1		CARDIO	1002	123 456 7890-AA	402	N	N
Booked		CARDIO	11:38	300	MILLER	PETER	M 01/01/1970	1		CARDIO		123 456 7890-AA	802	Y	Y
Booked		CARDIO	12:10	LEN1	DAVIES	SIMON	F 01/01/1970	1		CARDIO	1000	123 456 7890-LL	708	Y	Y
Booked		US1	12:30	201	ALDRID	FRED	F 01/01/1970	1		US1	1001	123 456 7890-AA	281	Y	Y
Booked		US1	12:30	205	THOMPSON	SHELLEY	F 01/01/1970	1		US1		123 456 7890-AA	701	Y	Y
Booked		US1	12:50	211	WATSON	DEBORAH	F 01/01/1970	1		US1		123 456 7890-AA	381		

4. Clinic staff are alerted to a patient's arrival and send information back to the patient on next steps



5. Patients make their way to the clinic area as instructed, before being seen by their care team



About Savience Ltd

Savience is constantly pushing the boundaries of technology to build brilliance and improve the global future of healthcare.

Specialists in shaping the patient journey through hospitals, clinics and GP surgeries, the systems developed by Savience have already helped millions of people worldwide.

The team design clinic-management solutions using multi-channel, multi-media smart technologies to connect, involve and engage patients and staff. We work closely with health professionals and managers to ensure our technology can be fully and seamlessly integrated with existing systems.

Founded in 2001, the directors of Savience have over 75 years of IT experience between them in a wide range of sectors. The company is the major supplier of self-service patient arrival and flow systems in the UK and Northern Ireland, and has proven success in the Republic of Ireland and more recently Canada. 100,000 patients are currently using Savience systems every day.

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Building Brilliance.