



Savience Capacity Room Booking Overview

February 2020

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Capacity overview

Savience Capacity is a web-based room booking system designed specifically for clinic management in outpatient departments.

The system allows for rooms within a specific zone or area to be booked against a specific clinic code and/or consultant code. Bookings can be made for a single day or be cast forward weekly or monthly. The options for repeat bookings are flexible enough to manage individual days throughout a weekly, fortnightly or monthly period.

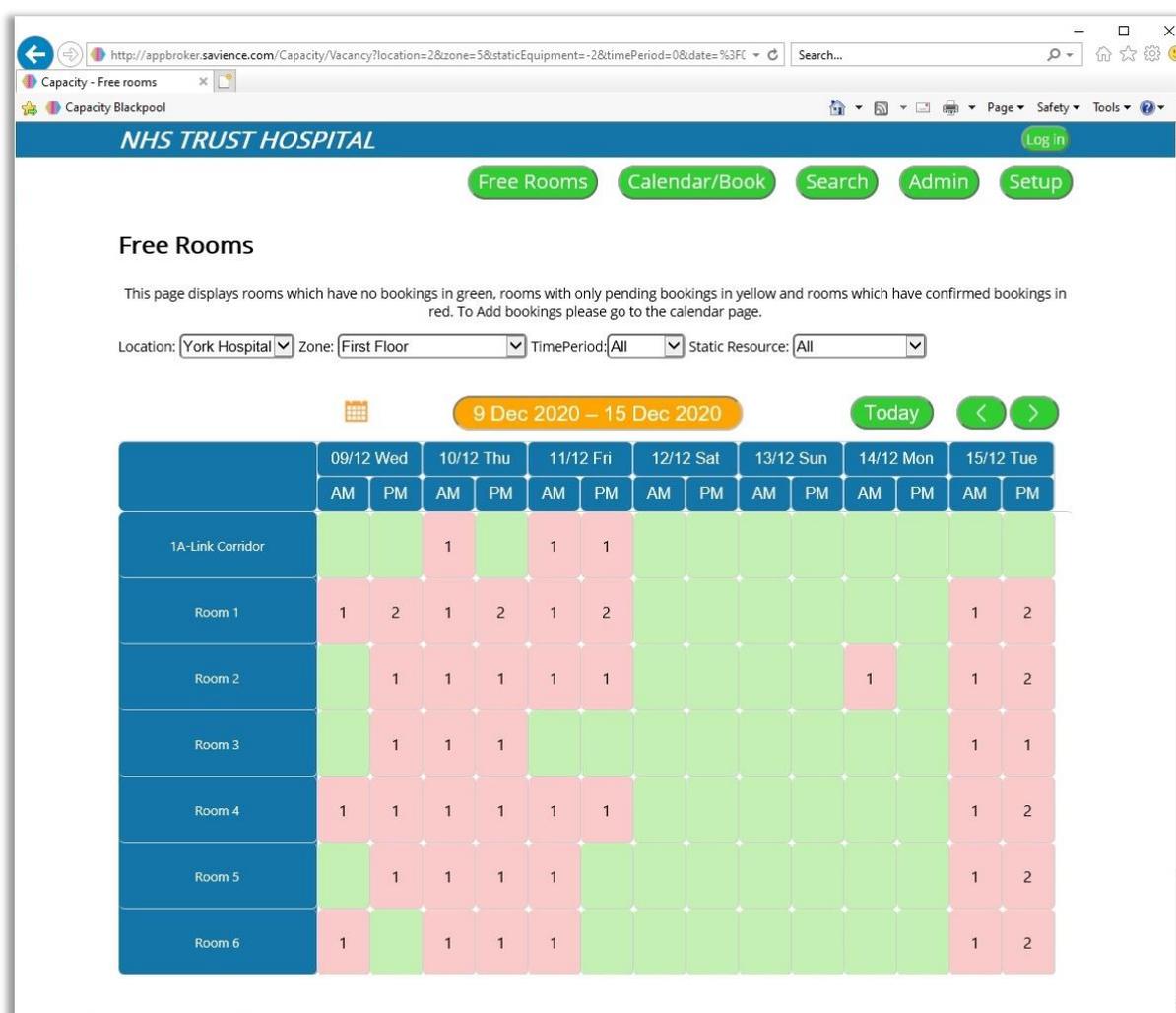
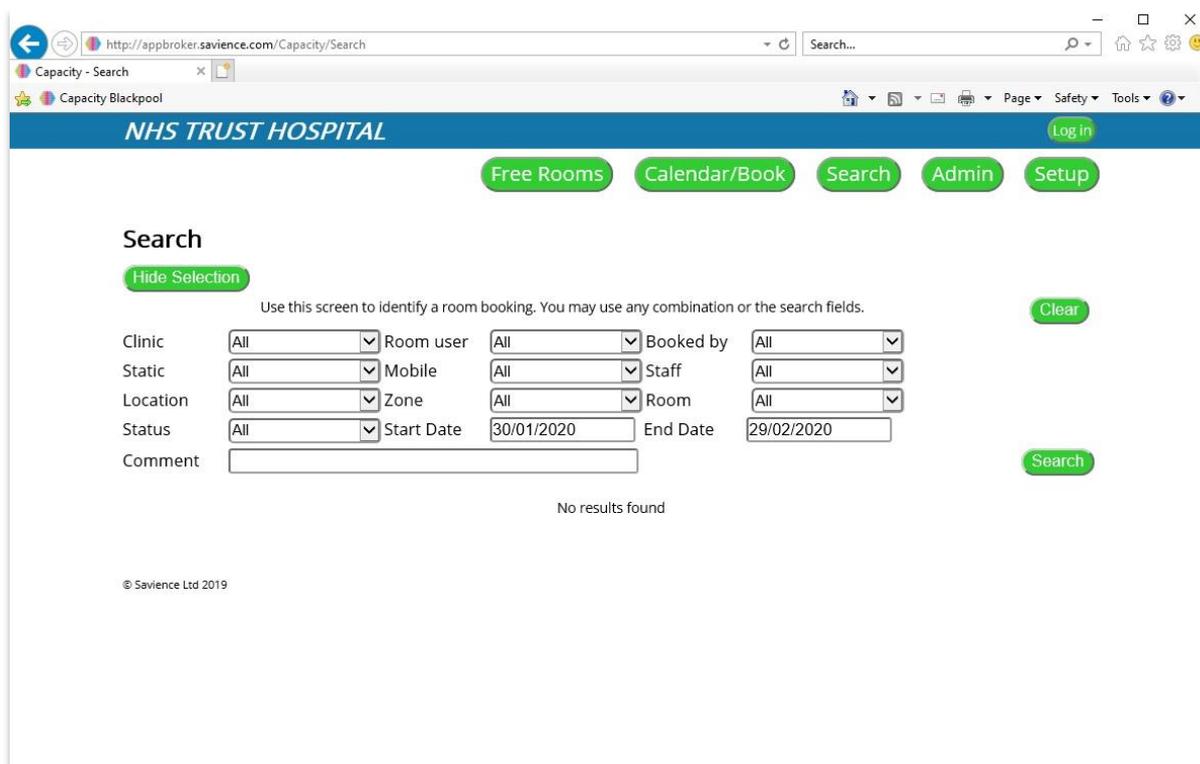


Figure 1 Resource availability

Individual rooms can have an associated list of equipment that is integral to the room. Optionally, mobile assets can be associated with the booking. The requirements for reception and nursing support may also be added to the booking.



[Free Rooms](#)
[Calendar/Book](#)
[Search](#)
[Admin](#)
[Setup](#)

Search

[Hide Selection](#)

Use this screen to identify a room booking. You may use any combination of the search fields.

Clinic	<input type="text" value="All"/>	Room user	<input type="text" value="All"/>	Booked by	<input type="text" value="All"/>
Static	<input type="text" value="All"/>	Mobile	<input type="text" value="All"/>	Staff	<input type="text" value="All"/>
Location	<input type="text" value="All"/>	Zone	<input type="text" value="All"/>	Room	<input type="text" value="All"/>
Status	<input type="text" value="All"/>	Start Date	<input type="text" value="30/01/2020"/>	End Date	<input type="text" value="29/02/2020"/>
Comment	<input type="text"/>				

No results found

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Figure 2 Searching for availability

There is no limit to the number of Locations, Zones, Rooms, Clinics or Consultants or Users that be added to the system.

One of the features of Capacity is the view of free space across the trust. Filters can be set for the minimum free space time and potentially, whether a morning or afternoon session is required.

Bookings are colour-coded as Red for booked, Amber for pending approval, and Green for free. This allows free space to be spotted quickly and used.

How it works

Users can browse the bookings calendar or search for specific free rooms. They can tailor their view of the overall bookings plan to a single room or zone or location. Depending on their level of access the user may also be able to amend and or cancel bookings.

A given booking is for a single room in a particular zone of a particular location. For example, it may be for the *MFRAC2* clinic and reserves TR12 in Fracture in the main site annex. The booking can be set for either a single day or cast forward in the diary.

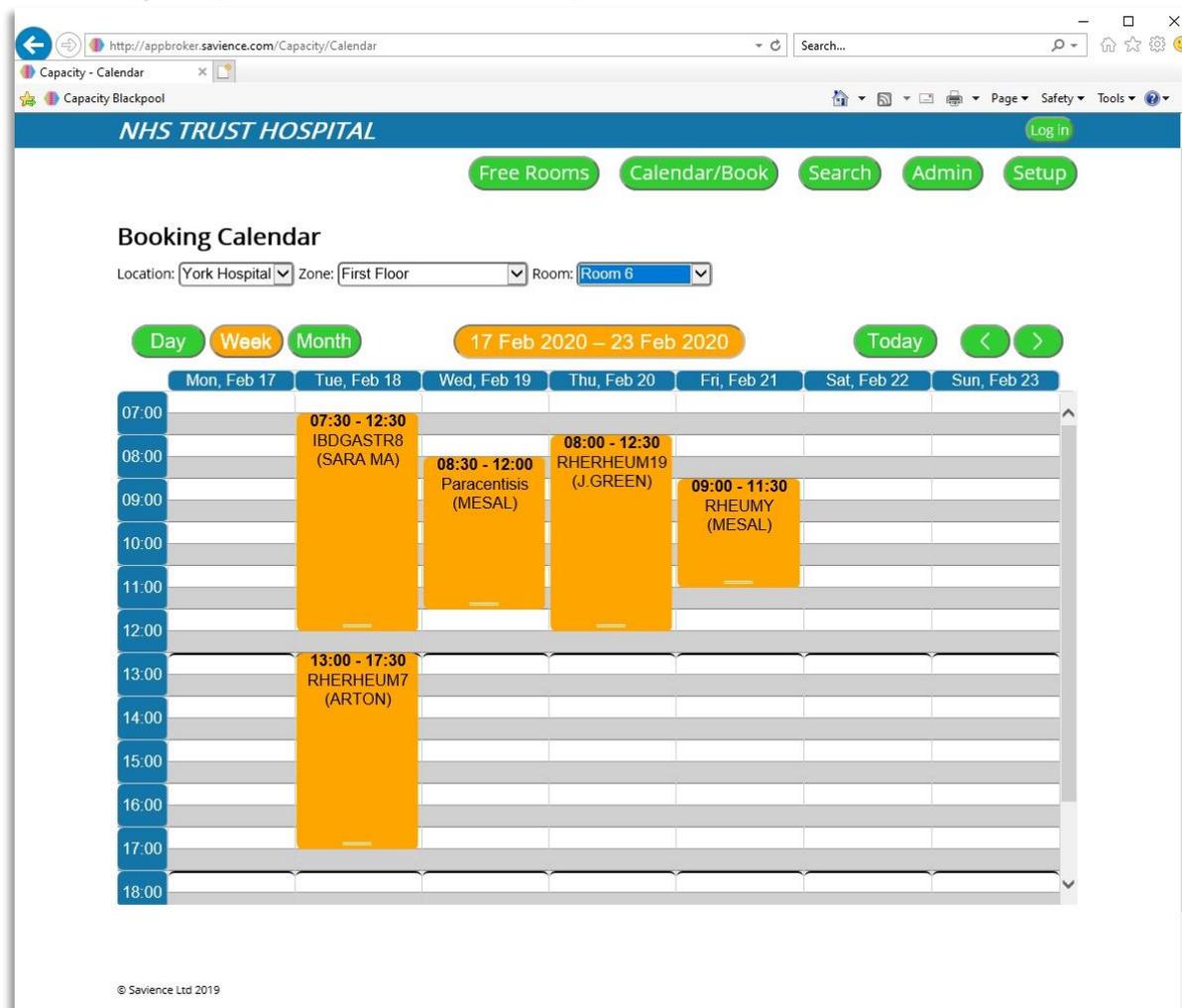
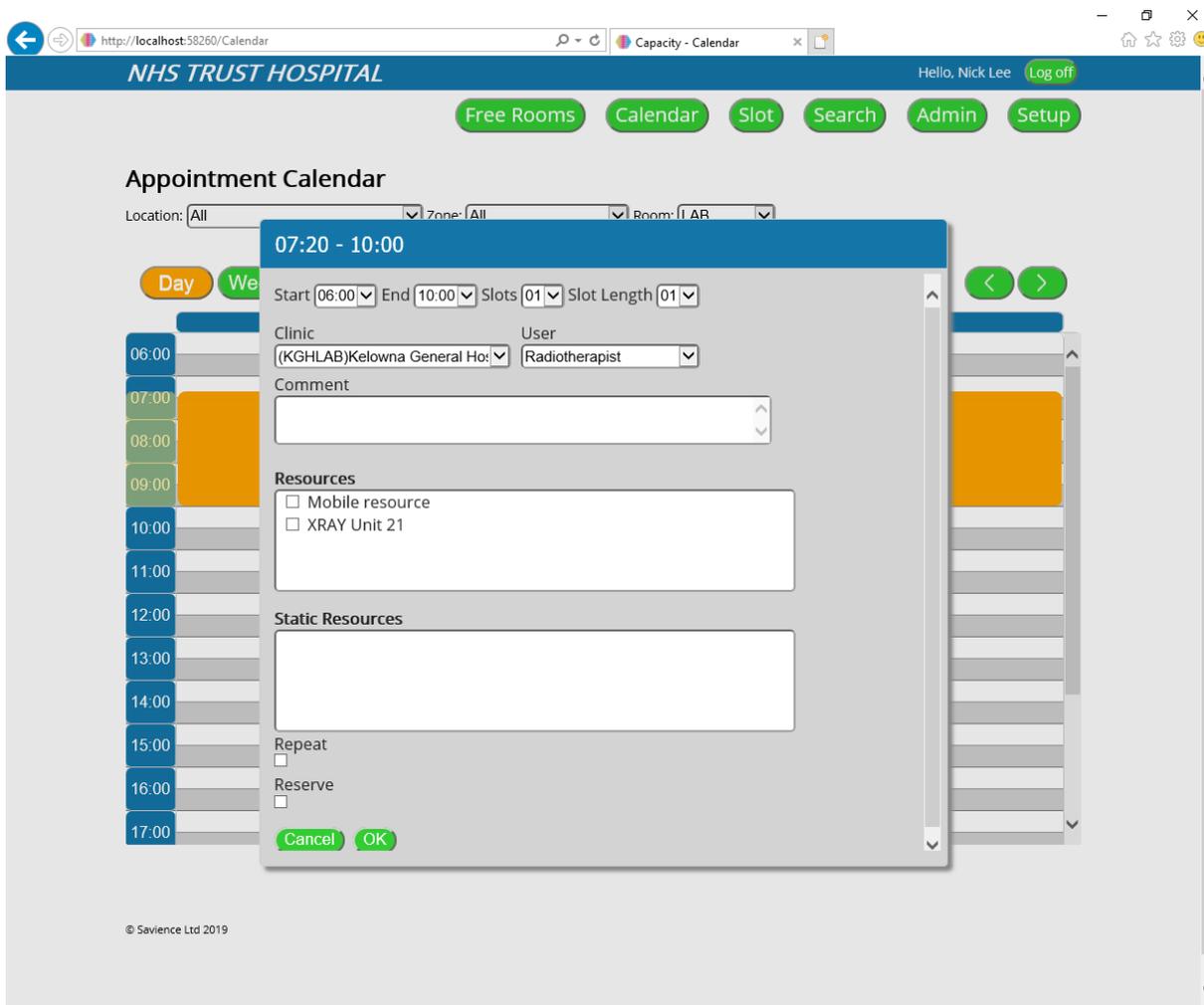


Figure 3 Calendar view of bookings

Repeating sessions can be booked to repeat every week, fortnight, or month.

Unless made directly by an administrator, bookings are shown as pending until being approved or rejected by the system administrator.



The screenshot displays the 'Appointment Calendar' interface for 'NHS TRUST HOSPITAL'. The user is logged in as 'Hello, Nick Lee'. The interface includes navigation buttons for 'Free Rooms', 'Calendar', 'Slot', 'Search', 'Admin', and 'Setup'. The main area shows a calendar grid with a modal window open for booking a resource. The modal window is titled '07:20 - 10:00' and contains the following fields:

- Start: 06:00, End: 10:00, Slots: 01, Slot Length: 01
- Clinic: (KGLAB)Kelowna General Ho
- User: Radiotherapist
- Comment: [Text area]
- Resources:
 - Mobile resource
 - XRAY Unit 21
- Static Resources: [Text area]
- Repeat:
- Reserve:
- Buttons: Cancel, OK

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Figure 4 Booking a resource

Reporting

A flexible reporting system produces reports between a specified range of dates for one or all locations, zones, or rooms.

Reports are typically either statistical in nature and show overall room usage or detailed to show actual bookings and clinics.

Standalone operation

For those sites without a person-centric appointment booking system, Capacity can be used to record expected attendees. A list of persons can be added to the session booking for a given day. This list can be amended as often as required until the session is complete. Kiosks can be used by the attendee to mark their arrival and update the record in Capacity.

Audit and security

The system maintains a comprehensive audit record to all the changes made within the booking system to allow problems to be quickly identified.

System administrators can set up new locations, zones or rooms as well as clinics and consultants. They are also able to maintain the fixed and portable equipment registers.

Users can be set up with Full, Add Only or Read Only access to the system. Their access levels can also be set against specific locations or zones. Full access allows for bookings to be made, amended or cancelled. Add only access only allows for new bookings to be made. Read only access only allows a view of the bookings calendar. For instance, one user may have full access to all the rooms in a single zone but read only access to the rest of the location.

Integrating clinic booking and PAS message feeds

Savience typically receives a continuous feed of appointment and associated patient data as a series of HL7 messages. These messages are unpacked and are stored in two primary tables in the Infra database. These tables are appointments and patients, with the primary key being appointment_Id and patient_Id respectively. Extra indexes are provided to identify appointments by examination code and/or clinic code and/or location code.

These two tables in Infra are used to populate the Clarity system that clinicians and administrative staff use to manage the flow of patients on the day.

The future appointment database is also used to support the sending of appointment reminders by text, email or voice messaging.



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Managing Capacity

The Capacity Room Booking system maintains a list of clinics booked into particular rooms throughout the hospital estate.

Each booking is for a particular room (in a particular zone, in a particular hospital), starting at a set time, and running for a set period. Each booking typically has a clinic or examination code associated with the booking and a particular room user. Each room may have a series of static resources (such as a couch or plaster sink). Each booking may also have a series of mobile resources (such as ECG trolley) and associated staff resources (such as nursing staff).

Rooms are defined as belonging to a particular zone in a single physical location belonging to the hospital trust or group. For instance, in the second message below, the clinic N.MRI2 belongs in the Nuclear Medicine zone in Brampton General Hospital, part of the Hospital Group.

A single room may have multiple sessions defined for a single day as the use of the room changes.

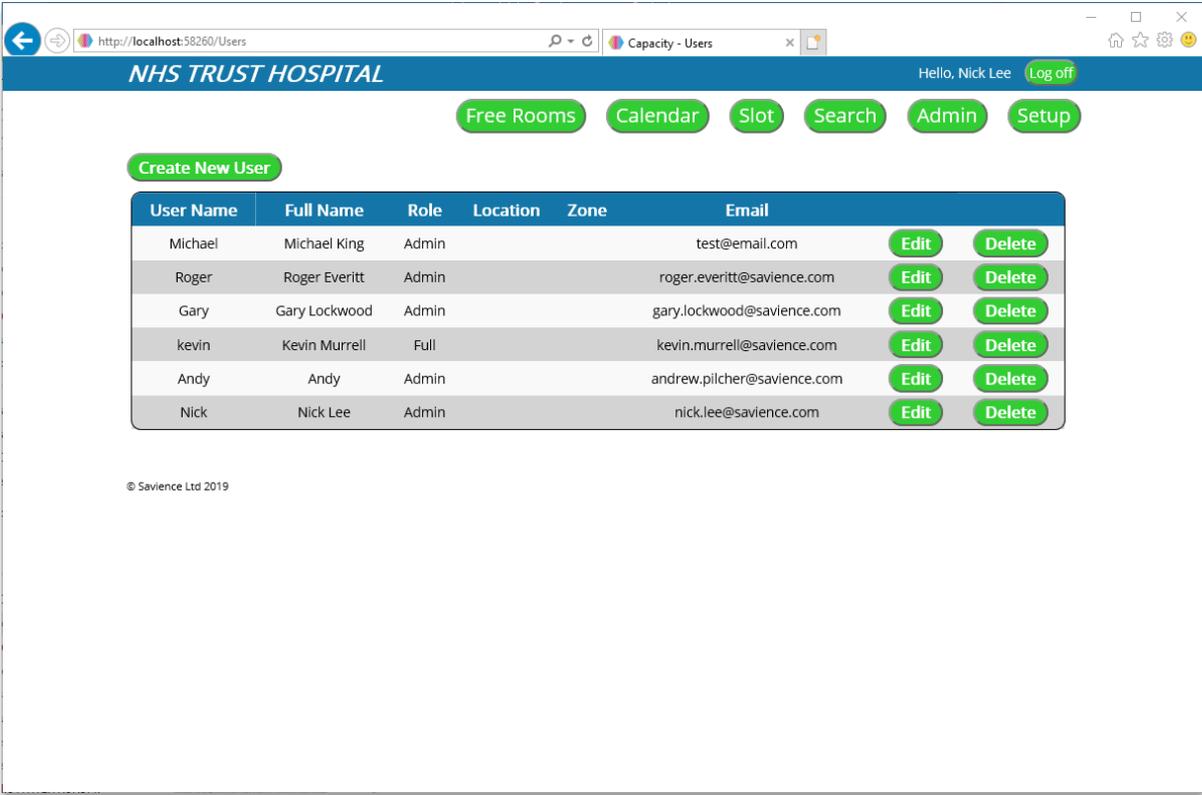
The calendar view shows the number of patients booked against the clinic and hence expected in the room. When looking for free rooms in the booking system, different colours show three states regarding the appointment booking:

- No bookings made
- Booking have been made and are active
- Booking had been made but are no longer active.

Definitions

ITEM	EXAMPLE	Notes
Organisation	<i>Large Town Hospital Trust</i>	The overall trust or organisation
Location	<i>Main Site</i>	A physical location, typically a single building
Zone	<i>Fracture</i>	A suite of room within a single location
Room	<i>Plaster Room 2</i>	A room or treatment area
Clinic	<i>FRAC01</i>	The intended use of the room – the same coding system as used in the PAS system
Consultant	<i>Fracture Team</i>	The responsible consultant or team
Fixed Equipment	<i>Plaster sink</i>	Items that are permanent features of a particular room
Portable Equipment	<i>Trolley ECG machine</i>	Items that are movable and come from a central repository of equipment that can be booked out for a particular clinic

Capacity Configuration



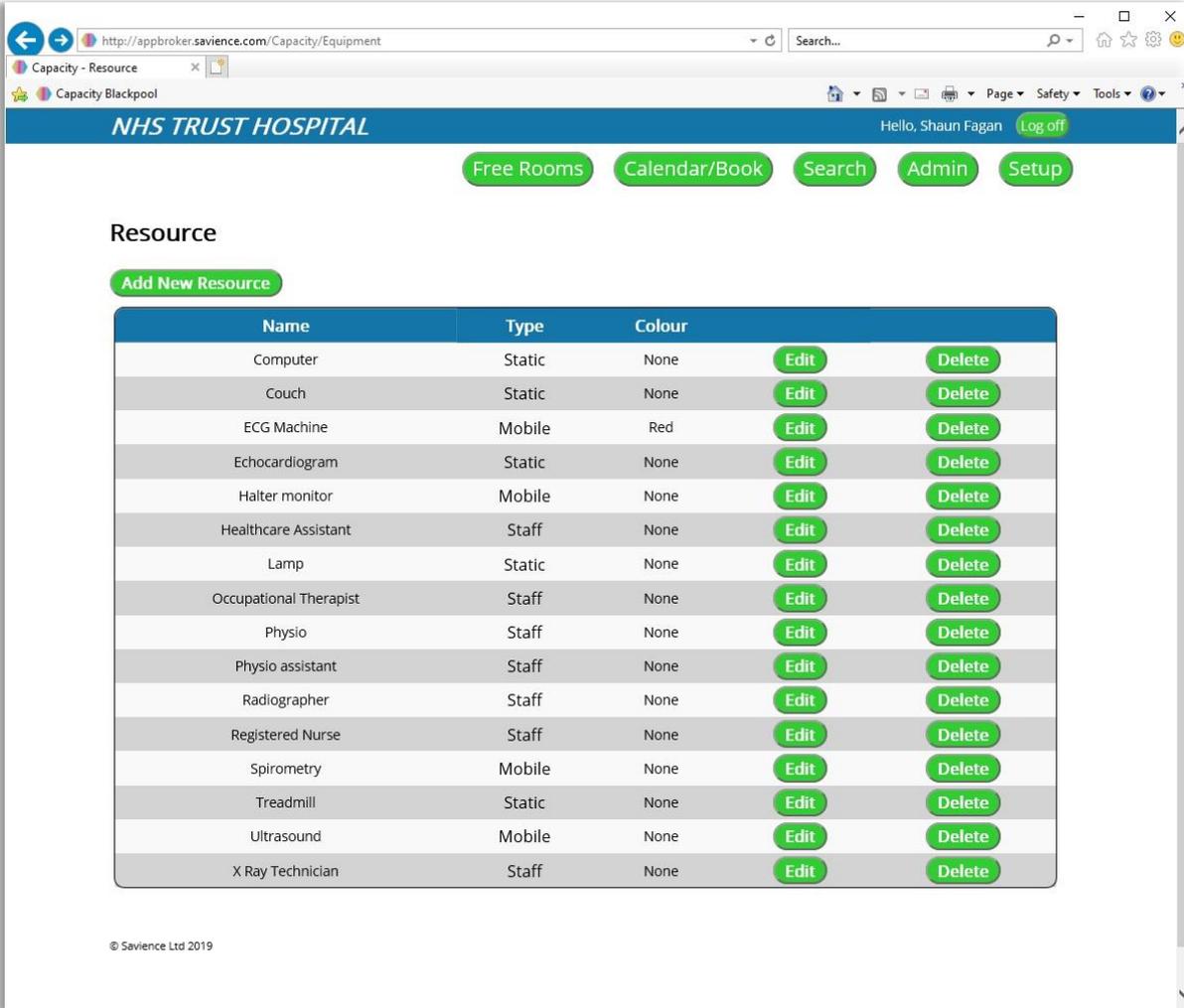
[Free Rooms](#)
[Calendar](#)
[Slot](#)
[Search](#)
[Admin](#)
[Setup](#)

[Create New User](#)

User Name	Full Name	Role	Location	Zone	Email		
Michael	Michael King	Admin			test@email.com	Edit	Delete
Roger	Roger Everitt	Admin			roger.everitt@savience.com	Edit	Delete
Gary	Gary Lockwood	Admin			gary.lockwood@savience.com	Edit	Delete
kevin	Kevin Murrell	Full			kevin.murrell@savience.com	Edit	Delete
Andy	Andy	Admin			andrew.pilcher@savience.com	Edit	Delete
Nick	Nick Lee	Admin			nick.lee@savience.com	Edit	Delete

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Figure 5 Adding a new user



The screenshot shows a web browser window displaying the 'Capacity - Resource' page for NHS TRUST HOSPITAL. The page includes a navigation bar with 'Free Rooms', 'Calendar/Book', 'Search', 'Admin', and 'Setup' buttons. Below the navigation bar, there is a section titled 'Resource' with an 'Add New Resource' button. A table lists various resources with columns for Name, Type, Colour, Edit, and Delete.

Name	Type	Colour	Edit	Delete
Computer	Static	None	Edit	Delete
Couch	Static	None	Edit	Delete
ECG Machine	Mobile	Red	Edit	Delete
Echocardiogram	Static	None	Edit	Delete
Halter monitor	Mobile	None	Edit	Delete
Healthcare Assistant	Staff	None	Edit	Delete
Lamp	Static	None	Edit	Delete
Occupational Therapist	Staff	None	Edit	Delete
Physio	Staff	None	Edit	Delete
Physio assistant	Staff	None	Edit	Delete
Radiographer	Staff	None	Edit	Delete
Registered Nurse	Staff	None	Edit	Delete
Spirometry	Mobile	None	Edit	Delete
Treadmill	Static	None	Edit	Delete
Ultrasound	Mobile	None	Edit	Delete
X Ray Technician	Staff	None	Edit	Delete

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Figure 6 Managing resources

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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.

A decorative graphic in the bottom-left corner of the footer, consisting of a cluster of overlapping hexagons in shades of purple, pink, and blue.

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