

Savience Check-in, Clarity
and Clarion modules have
been deployed across Ashford
and St Peters Hospitals.

The project was initiated in October 2013 and reached full go live in January 2014.



Ashford and St Peter's Hospitals

There are on average 30,000 outpatient attendances per month, with up to 500 patients attending per half day/per area, across multiple clinic areas at both Ashford and St Peter's Hospitals. The system recently expanded into Woking Community hospital facilitating reception teams exclusive access to Clarity to assist with the flow of their patients.

The Savience Check-in, Clarity and Clarion modules have been deployed across all outpatient departments covered by Ashford and St Peter's Hospitals.

Ashford and St Peter's are separate hospitals, sharing 1 network and 1 PAS, but on different sites. St Peter's hospital, Chertsey is the larger of the 2 hospitals and the system has been installed in 7 separate locations across the estate.

In July 2017, the system was extended to allow patients arriving at Woking Community Hospital to enable the reception team to view the patients on Clarity and use the Clarion call system

Check in is supported for outpatient appointments on both the PAS and the Radiology systems.

19 kiosks have been installed along with 15 patient information and call screens. Currently the system supports 125 concurrent users.

The system has been designed to meet the trust requirements, namely:

- Modern image
- Better use of resources
- Reduce queues and enhance patient experience
- Upgradable
- Multi-function solution, surveys, call and pathfinder
- Management information
- CQC compliance
- Patient empowerment

The deployment was delivered in 6 distinct phases over a 3-month period from October to December 2013. The final part, the link to the Radiology system was completed in January 2014.

A real-time bi-directional HL7 interface has been implemented at Ashford and St Peter's to link the hospital's Clinicom Patient Administration System (PAS) with the Savience modules.

A further HL7 interface has been introduced to link the HSS RIS (radiology) system with Savience. These interfaces ensure that any patient arriving for an appointment can use any of the kiosks and will be directed to the correct location. The arrival message will be sent back to the appropriate system, PAS or RIS.

Similarly, any changes made in the PAS, for example to appointment times, are immediately reflected in the Savience system to ensure the data is up-to-date when the patient arrives.

For further information

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30,000
OUTPATIENT
ATTENDANCES PER MONTH



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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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