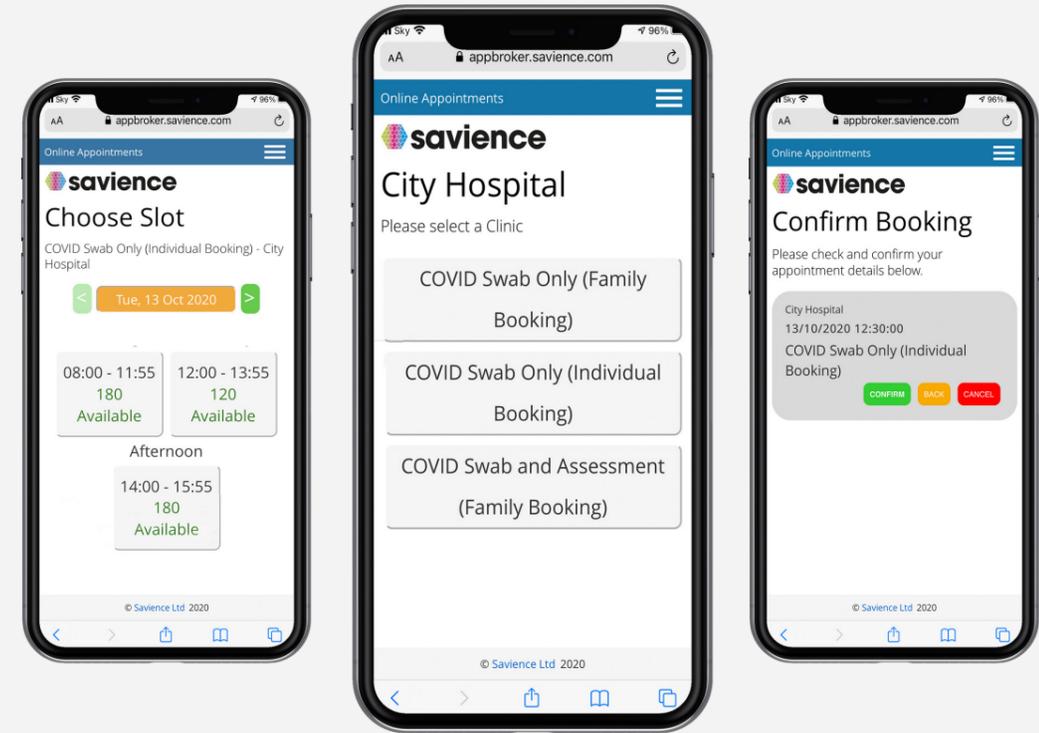


# Saviience Covid Test Scheduling





## Fast-tracked improvements to patient flow in the testing process

### Appointment-based Covid-19 testing

The Covid-19 crisis is highlighting the importance of fast-tracked change to patient flow management. Healthcare organisations are being urged to adopt user-friendly and accessible patient flow solutions. And for good reason; patient testing management – from appointment booking to patient attendance to clinician input – has never needed to be so finely tuned.

Protective measures such as social distancing hinge on effective processes and systems. Only when they're in place can healthcare operators, such as Covid-19 testing centres, respond effectively to this unprecedented challenge in a swift, safe and secure way.

### Managing flow; improving efficiency

The requirement for appointment-only Covid-19 testing presents a valuable opportunity to improve patient flow and enhance efficiency.

Savience COVID Scheduling enables members of the public to book tests online via their mobile phone or other device. It removes the need for handwritten data collection... completely. Accurate patient details are gathered and stored at the point of booking. The user can then easily manage their appointment e.g. to check their schedule or cancel it, by simply logging in.

### Telephone Bookings

When arranging appointments on behalf of a patient, booking clerks are able to quickly and efficiently navigate

the solution to help those patients who are not able to self-book online via a dedicated streamlined workflow.

### Savience COVID Scheduling

The online booking solution:

- Can be accessed via mobile phone or other internet connected device
- Connects with Savience Convey and Savience Clarity for full patient flow management
- Is accessible online 24/7

### Booking an appointment; easy to use and totally secure

It's as simple as 1, 2, 3... The patient registers their information to create an account and then starts the process to book an appointment.

Once they have chosen the hospital or testing centre they wish to attend, they are asked to confirm whether it's for themselves only, or their family. Relevant personal information is collected for each attendee, and they are then given the time slot options available.

Once booked, their appointment details are confirmed. If they need to cancel or amend their appointment, they can simply log in and make the necessary changes. No phone calls. No handwritten forms. No dedicated personnel required to make and manage the appointment.

### User-friendly appointment management through Convey

Appointment details collected through COVID Scheduling are then processed seamlessly via Convey and Clarity.

Convey enables patients to manage their appointments online and respond to any questions relating to Covid-19 that the testing centre needs to ask. The whole process from booking, to check-in, to arrival, to test team administration is managed through Savience connected

applications – COVID Scheduling, Convey, and Clarity.

### Smart geolocation check-in & contact-less check-in

Savience Convey can further facilitate managed social distancing through Geofences. With location services enabled on a smartphone, a patient's arrival at the testing centre will trigger the check-in process. This can be via a fully automated response as the patient arrives, or via an additional "I'm here" button in Convey that will enable them to confirm their arrival.

If geofencing is not possible, patients can use an Arrival Point option. This is a static display showing a large format QR code. It can be located anywhere around the testing centre site and patients can scan the QR code through Convey to check-in.

Regardless of the check-in process used, patients will then be provided with additional information such as instructions and directions. They will also receive notification that the testing centre is aware they have arrived at the Virtual

Wait Area and get real time updates on waiting times.

When it is safe to do so, and the test team are ready to see the patient, a further message can be sent via Clarity with instructions on what they are to do next for their test.

### Social distancing through effectively managed patient flow

Throughout this process, Clarity, the Savience patient flow solution, is managing the patient information. Clarity integrates with Scheduling and Convey, and takes the patient data and question responses and displays the information in the Clarity dashboard. This ensures the testing team have a complete view of the patient's journey; from initial online booking, to check-in, to testing centre attendance... and beyond.

The whole process is simple to use, easy to access, and fully secure.

### Smooth appointment management through Clarity.



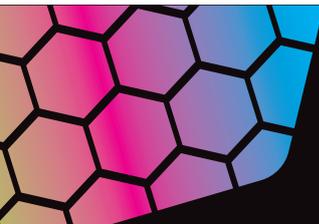
## **About Savience Ltd**

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.



### **Savience Ltd**

Rickyard Barn, Pury Hill Business Park,  
Near Alderton, Towcester,  
Northamptonshire, NN12 7LS

Tel: +44 (0) 1604 878510  
Email: [info@savience.com](mailto:info@savience.com)  
[www.savience.com](http://www.savience.com)

**Building Brilliance.**