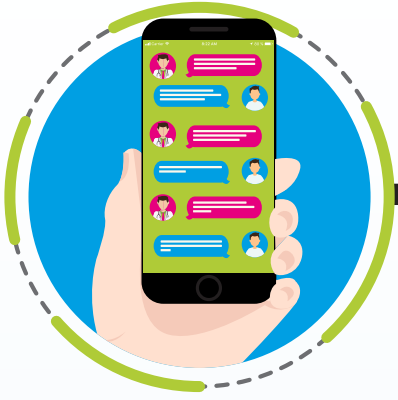


The Digital Patient Journey



Patients can sign up to receive electronic communications by registering with the Portal or App, by text, or in person at a hospital kiosk.



Receive appointment letters electronically and be notified by text that there is an update.



Mobile communications enable patients to confirm, cancel or reschedule their appointment and also update their demographic information.



Patients can communicate with their clinical team through the App or Portal messaging centre.



Save valuable time at the hospital by sending pre-appointment advice and information e.g. pre-assessment questionnaires relating to an upcoming appointment. Complete forms online at home before your visit.



Don't miss an appointment! Reminders are sent by text, email, voice or by App and Portal notifications.



At the hospital, the patient checks-in using an App or Portal generated barcode - or can use the self-service kiosk.



The patient is presented with wayfinding information.



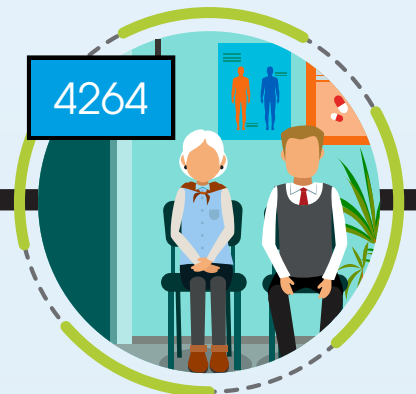
Call patients for their appointment via messaging on TV screens or by a text alert.



The hospital can follow up with the patient and provide surveys and questionnaires e.g. Friends and Family Test.



Following the appointment
The clinical team can follow up and monitor the patient's progress, send test results, other clinical correspondence and continue to provide support through the messaging centre.



Use the waiting area TVs to display pertinent health advice and information.

