



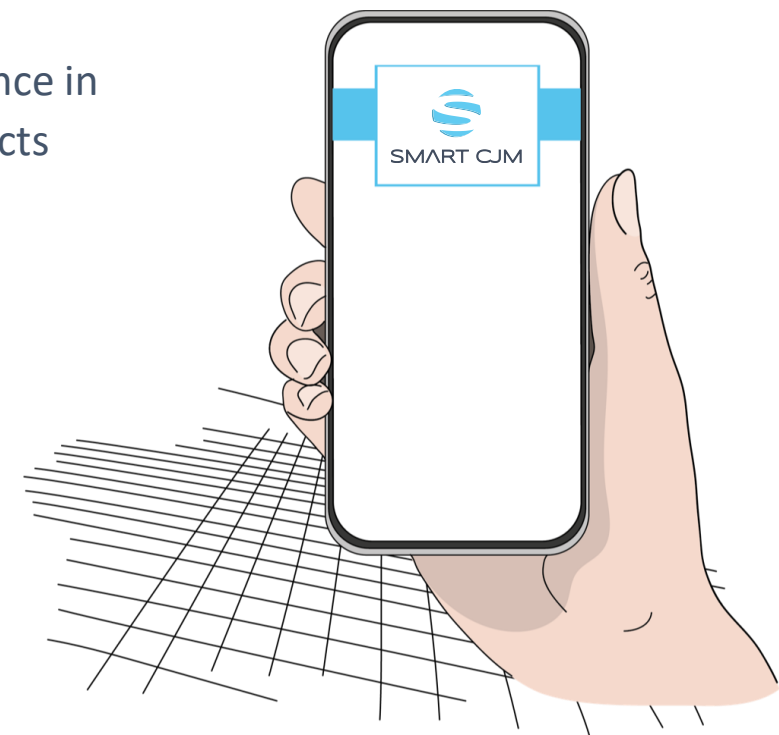
SMART CJM

BECAUSE TIME IS VALUABLE.

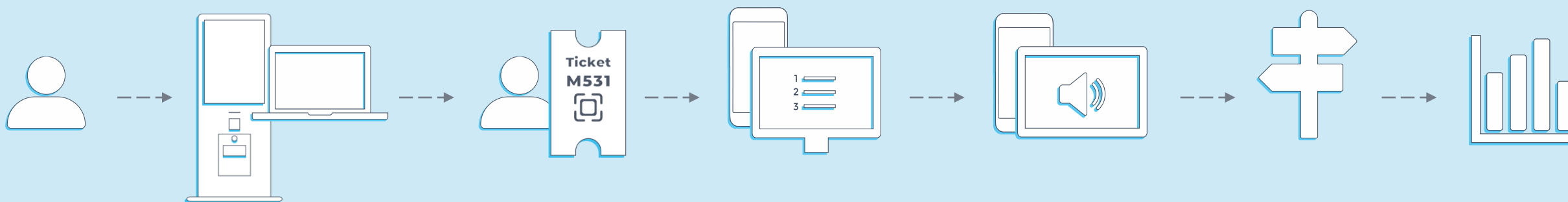
SMART CJM

We are a **Fullservice-Provider in Customer Journey Management**. Decades of experience in managing customer and patient flows in the public, healthcare and retail sectors perfects the time-management and optimizes the limited resources.

SMART CJM – because time is valuable.



WORKFLOW PATIENT CALL SYSTEM



- Patient check in on the touchscreen or at the reception

- Patient receives paper or mobile ticket

- Patient goes to waiting area
- Mobile Tickets: patient receives status updates everywhere

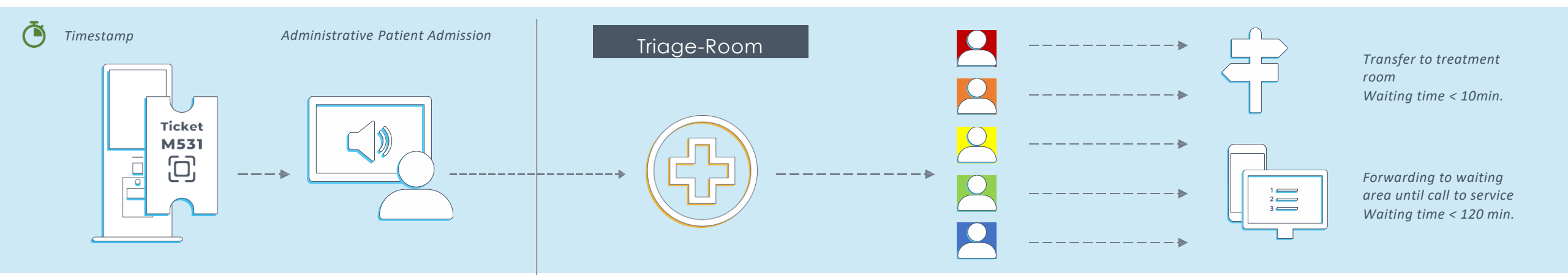
- Patient is called for service

- Forwarding to department XY
- Forwarding to Emergency Room
- Patient leaves the building

- Reporting / Statistics

VISITOR'S PATH

WALK-IN PATIENT EMERGENCY ROOM



- Self-Check In:
- Patient receives a ticket. From now on the time runs (QR code for timestamp).
- Waiting zone after ticket received:
- Call for administrative patient admission
- Or: Patient walks to patient admission directly
- HIS case number creation
- QR-Code scan
- Triage of the patient takes place
- Timestamp is registered
- Triaging of the patient and subsequent forwarding depending on the triage color

CUSTOMIZED SOLUTIONS



Smart Wall 16"



Floor Model 27" incl.
Docu-Scanner, Sign-Pad, eCard
Reader



Wall Model 27" und 22"



Floor Model 27"

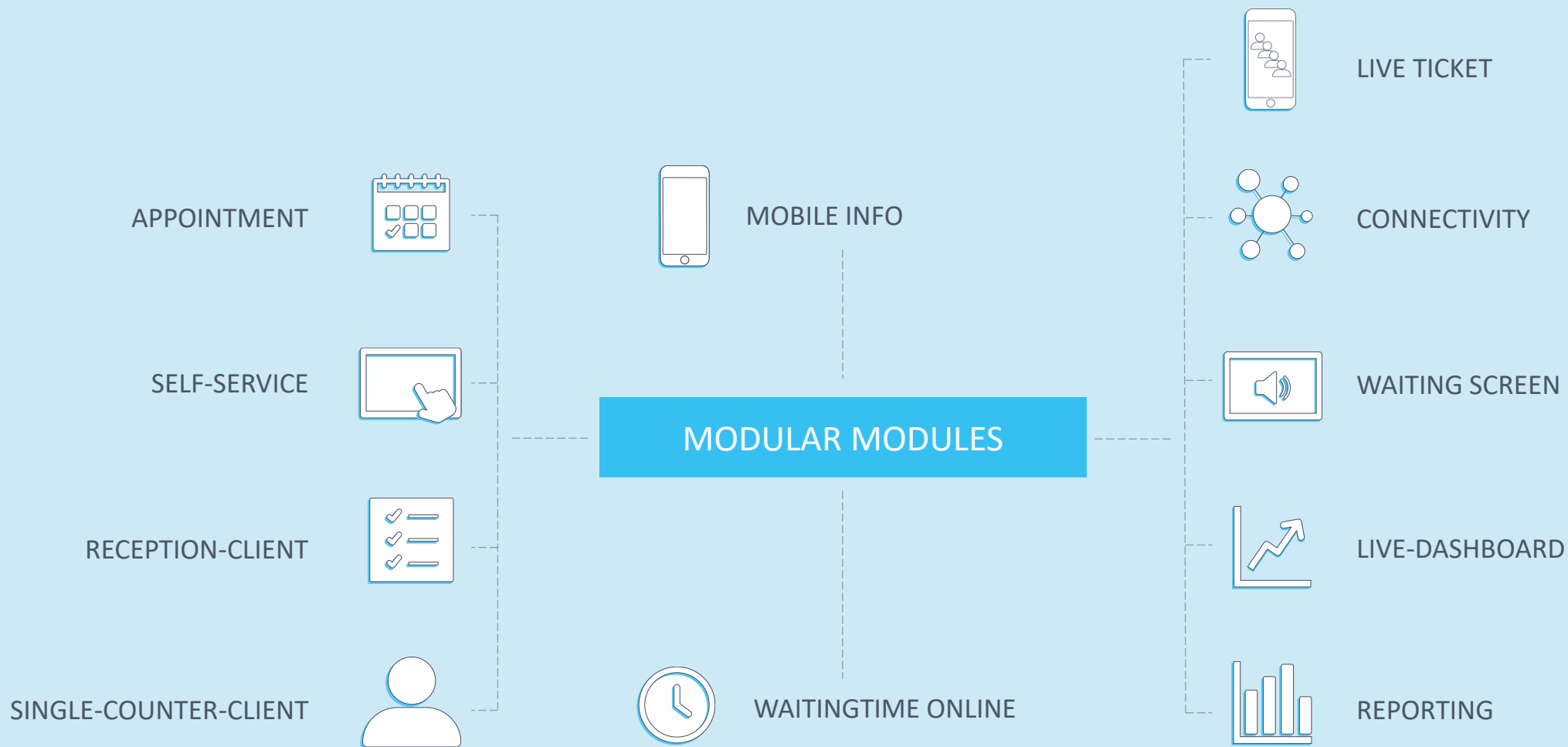


Floor Model 10"



Door Signage
10"


SMART PX – THE MODULES



CUSTOMIZABLE VIEWS – EXAMPLE: WAITING-SCREEN

23.04.2021
15:34

Waiting with Newsfeed




Please follow instructions.

#		Counter/Room
DL0725	→	Room E.50
DL0724	→	Counter 5
DMV022	→	Counter 2
DMV021	→	Counter 6
DL0721	→	Counter 1


23.04.2021
15:33

Waiting with Video



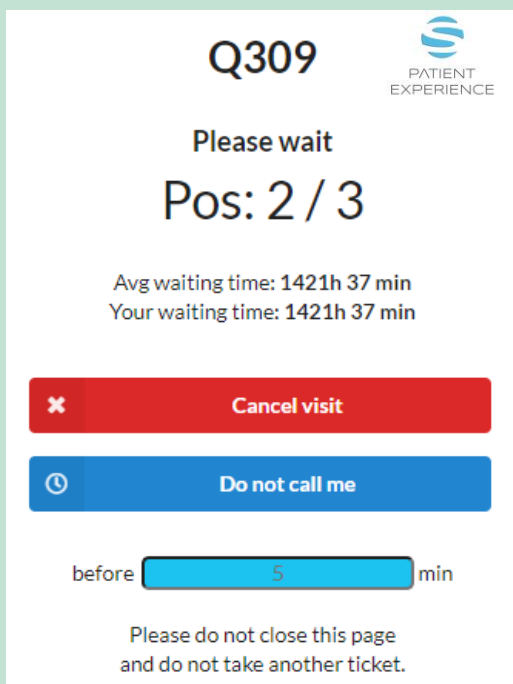
Please follow instructions.

#		Counter/Room
DMV021	→	Counter 6
DL0721	→	Counter 1



COVID-19

BE INFORMED ABOUT THE WAITING STATUS AT ANY TIME – EXAMPLE: MOBILE-INFO



The image shows a mobile application interface for patient waiting status. At the top, it displays 'Q309' and the 'SMART CJM PATIENT EXPERIENCE' logo. Below this, it says 'Please wait' and 'Pos: 2 / 3'. The average waiting time is '1421h 37 min' and the user's waiting time is also '1421h 37 min'. There are two buttons: a red 'Cancel visit' button with a close icon and a blue 'Do not call me' button with a clock icon. Below the buttons, there is a section for 'before' and 'min' with a blue bar containing the number '5'. At the bottom, it says 'Please do not close this page and do not take another ticket.'

Q309

SMART CJM
PATIENT
EXPERIENCE

Please wait

Pos: 2 / 3

Avg waiting time: 1421h 37 min
Your waiting time: 1421h 37 min

✕ Cancel visit

🕒 Do not call me

before 5 min

Please do not close this page
and do not take another ticket.

- The **Mobile Info** allows the patient to scan the QR code via the smartphone and thus be informed about the current status of the waiting situation
- **Benefits: Increasing patient satisfaction** and **minimizing the risk of infection by not overcrowding waiting rooms.**

MANY THANKS

