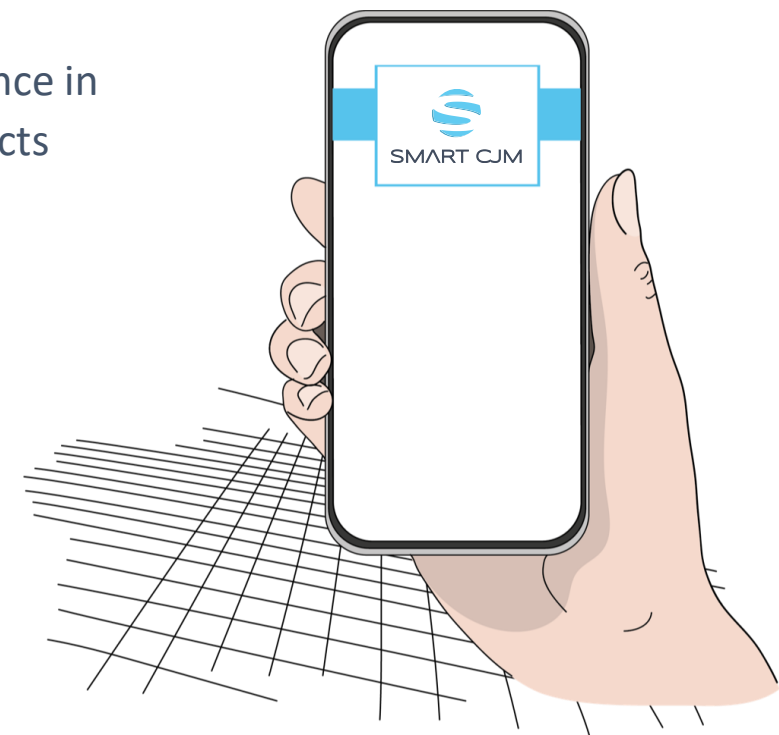SMART CJM

SMART CJM

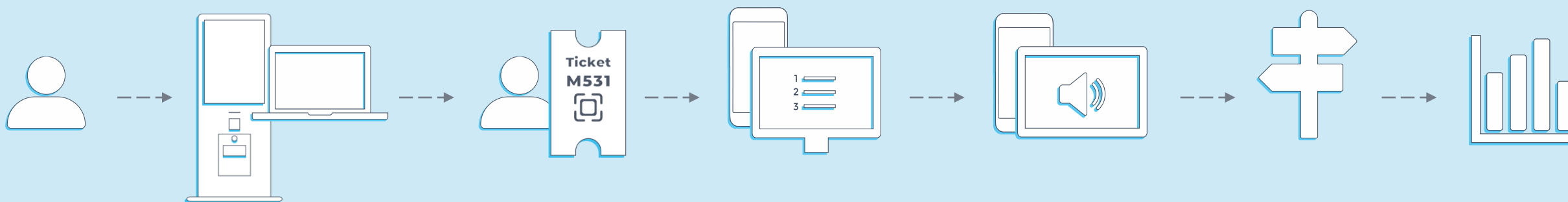BECAUSE TIME IS VALUABLE.

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
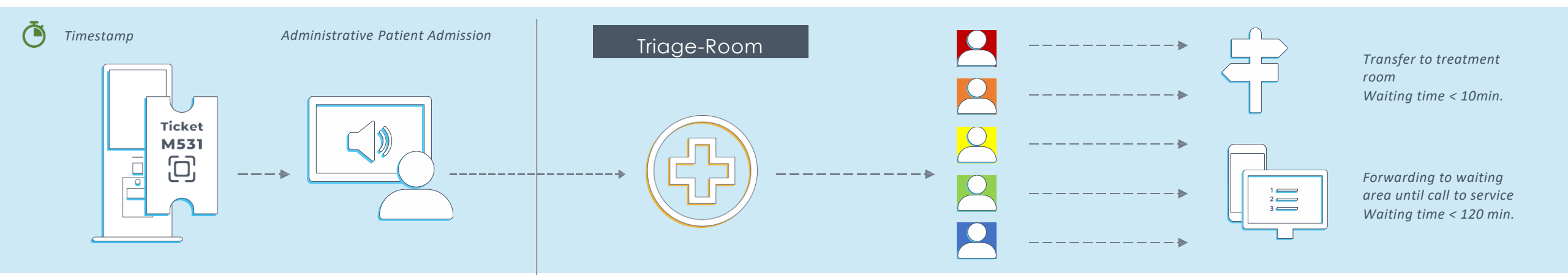- Mobile Tickets: patient receives status updates everywhere

- 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

Timestamp

Administrative Patient Admission

Triage-Room

Ticket
M531

Transfer to treatment room
Waiting time < 10min.

Forwarding to waiting area until call to service
Waiting time < 120 min.

- 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

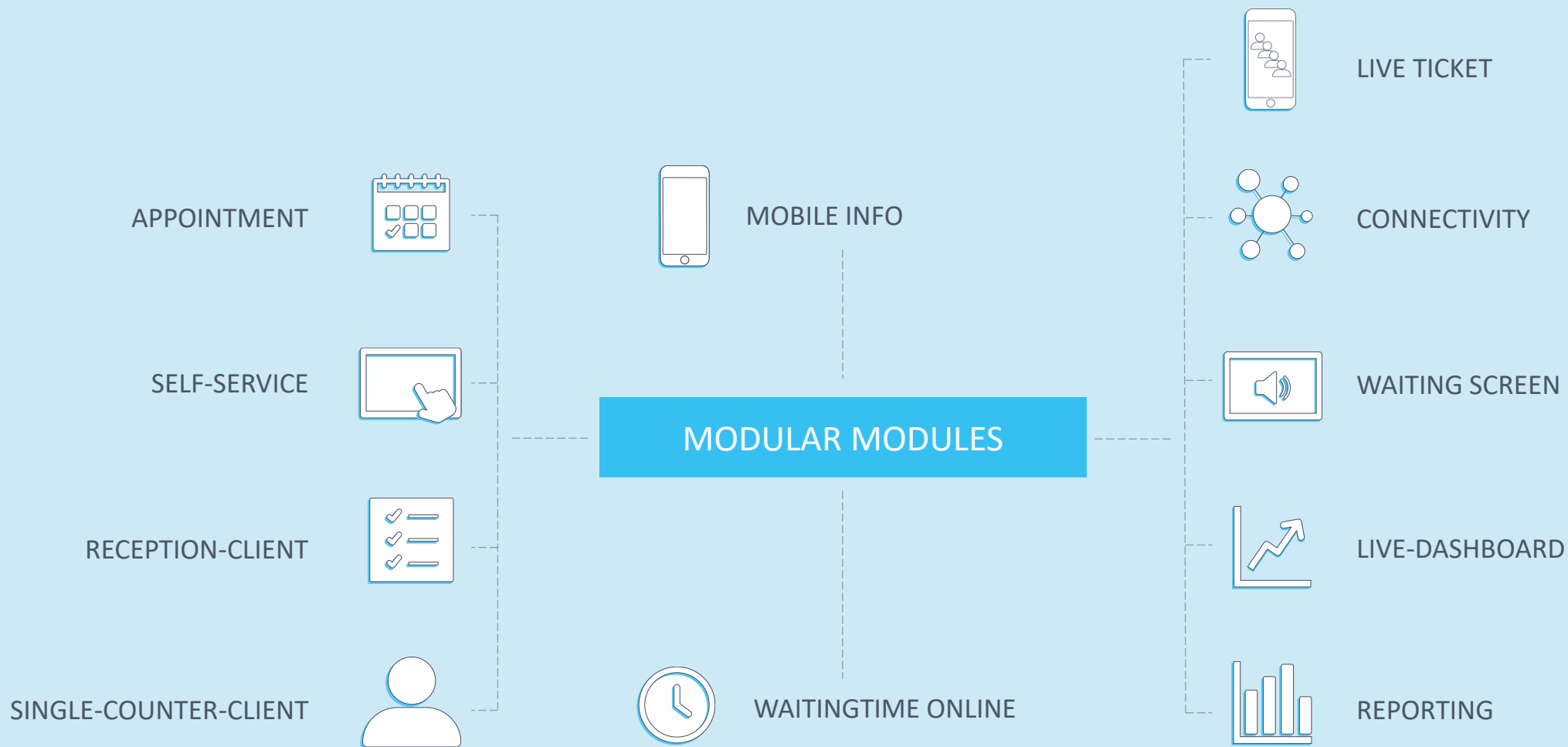Wall Model 27" und 22"

Floor Model 27"

Floor Model 10"

Door Signage 10"

SMART PX – THE MODULES

SMART CJM

APPOINTMENT

MOBILE INFO

LIVE TICKET

SELF-SERVICE

CONNECTIVITY

RECEPTION-CLIENT

MODULAR MODULES

WAITING SCREEN

SINGLE-COUNTER-CLIENT

WAITINGTIME ONLINE

LIVE-DASHBOARD

REPORTING

CUSTOMIZABLE VIEWS –
EXAMPLE: WAITING-SCREEN
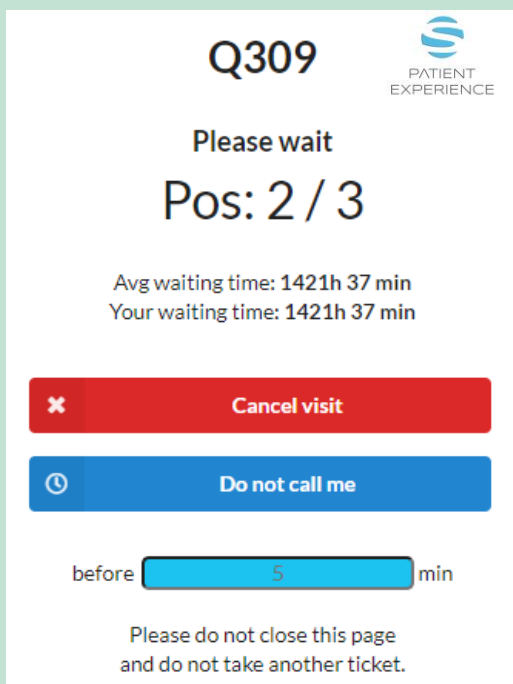
BE INFORMED ABOUT THE WAINTING STATUS
AT ANY TIME – EXAMPLE: MOBILE-INFO

- 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

SMART CJM