

# Patient Self-check-in and Queue Management

Appointment scheduling is a complex business in healthcare. The date, time, location, and the order of appointments must be carefully orchestrated when planning and optimising the treatment of hundreds of people every day. DNV Imatis makes complex appointment scheduling more manageable and enhancing care capacity. Our Visit solution makes it easier for healthcare organisations to use as little time as possible on administration by managing check-in, queuing, drop-in, and wayfinding from two interfaces; one for patients, the other for hospital staff.



## Visit for patients

Patients achieve a better user experience, and can make better use of their time.

- Appointment reminders
- Arrival check-in functionality
- Communication before, during and after appointments
- Information about meeting locations
- Wayfinding

## Visit for healthcare staff

Complex appointment scheduling becomes more manageable for healthcare staff.

- A critical overview of patient appointment statuses
- Tracking capabilities for queues and waiting times
- Rapid rebooking functionality
- Direct messaging capabilities to patients
- Text notifications for delays



### Optimised patient flows

Our solution optimises patient flows and logistics, boosting capacity for care provision. Through extensive self-service functionalities, the reliance on manual follow-ups and administration of services is significantly reduced. In waiting areas, displays indicate patients' queue positions through anonymised reference codes. Moreover, these displays relay messages from the treatment provider such as notifications of delays. Patients are informed about the timing for their treatment room appointment through visual cues on the screen, configurable audio alerts, and text notifications.

Contribute to:

- A better and more efficient patient flow
- Reduced costs
- Better resource utilisation, improvement in quality of other administrative and patient-oriented tasks



### Customer case

#### *Högsbo Hospital*

Opened in December 2023, Högsbo Hospital in Sweden is designed without traditional inpatient wards, prioritising flexibility in the delivery of various types of care.

- **Digital integration:** The hospital integrates digital solutions to enhance patient experience, including DNV Imatis' Visit solution.
- **Self-service features:** Patients can check in and make payments themselves, either via their smartphone or via terminals on site.
- **Efficient navigation:** Advanced waiting area allocation and textual wayfinding guide patients through the hospital, improving flow and reducing waiting times.

Read [the article](#) about the hospital's approach that emphasises operational efficiency and patient satisfaction.

#### *Oslo University Hospital*

Radiumhospitalet is one of the four campuses of Oslo University Hospital and is renowned as Norway's premier cancer treatment facility. The gynecological outpatient clinic at Radiumhospitalet has implemented a self-check-in and payment solution, enabling patients to register upon arrival and conveniently make digital payments upon departure.

Have a read of [this article](#) to discover the benefits for the hospital.

Want to learn more?

