Allow patient engagement throughout the patient pathway

Giving patients full control of their data and access to care: Patient Assistant and Patient Kiosk App

Greater patient satisfaction, greater workflow efficiency

Engaging the patient throughout the process and optimizing patient experience with applications.

With the increasing consumerization of healthcare, a wealth of health information just an internet search away, and the growth of electronic health records, patients expect fast access to their health information. Healthcare enterprises that can provide this information benefit from better informed patients and enhanced patient satisfaction. Giving patients online access to images and reports while making sure they have full control over their schedule encourages them to actively participate in managing their own healthcare and enhances their experience of accessing healthcare services. This is valuable as patients can reschedule or cancel their appointments without the need to contact the call center or hospital personnel, reducing no shows and giving them access to all information needed to prepare for the examination. This reduces the workload on hospital personnel and improves staff working experience.

By serving as a digital liaison, Philips Radiology Information System provides customizable navigation solutions that help patients to complete their pre-appointment tasks, show up on time, and follow care plan instructions long after their visit or procedure - optimizing communication between care providers and patients. The patient-oriented functionalities include dedicated access for arriving patients in the hospital and WCAG conformance to support patients with disabilities in access to technology.

Every data tells a story. And when it comes to your patients, capturing and documenting clear data information at every step of the workflow helps provide vital details of their care journey.

Enhancing the full user experience Philips Radiology

Information System considers the patient from the very beginning of their pathway, across radiology settings. Thanks to the scalable architecture, web-based, and modular patientcentric workflow available, the solution can support the challenges of individual radiology specialties, hospitals, or entire health systems enterprises, both now and in the future. It is designed to help the patient with an easy experience from patient scheduling to walk-in registration, patient admission and preparation, access to study protocols and documentation, and results distribution. The focus on the patient is even more enhanced thanks to innovative apps that enable self-manage appointments, improve patient accessibility, and support remote access for medical imaging exams.

Automatic access to all information

Intended for patient data administration, exam planning, and workflow monitoring, Radiology Information System enhances patient data availability at your fingertips, making sure the data are available not only in the admission and order phase but also prepared for the presentation of results for reporting, accounting, and results distribution.

- **Admission** experience is advanced thanks to an easy workflow that offers the capability for the patient to perform a self-admission upon arrival through dedicated terminals – the Patient Kiosk - simply by scanning a card, reading a bar code, or manually typing. The quick admission of walk-in patients, along with a well-defined arrival confirmation flow is designed to decrease no-shows.

- Advanced **appointment scheduling** simplifies patient data management via calendar invites and appointment reminders. Scheduling exam communication has never been so easy: the patient is informed via an invitation letter which can be done via email, via SMS, physically at home, or to a personal health box. As soon as the patient received the notification, the Patient assistant app allows the patient to reschedule it at their own earliest convenience.

- Exam **preparation procedures** are embedded in a smart workflow where the system follows the patient during the entire process and helps the technicians with workflows and visual indications to be aware of when the patient is ready for the procedure. In addition, a patient signature can be acquired via a mobile device for consent/verification

Radiology Information System integrates with any external system where information on lab examinations, clinical information like allergies, specific conditions, and so on are stored in the system for an efficient, paperless workflow.

Patient assistant

Streamline intelligent scheduling

Patient Assistant makes scheduling easy! It enables radiology departments to implement a selfbooking experience from the web using a mobile-friendly dedicated portal. As a patient you will be able to schedule, reschedule, cancel an appointment, and attach images to the order depending on your preference. Thanks to the intelligent app, as soon the appointment is scheduled, indications on how to reach the hospital (with a direct link to Google Maps) and information on the preparation needed are accessible via mobile with the possibility to directly confirm your attendance.

Drive integrated collaborative care for everyone

Beyond imaging and the enterprise, Radiology Information System wants to simplify the delivery of the highest standards of care with a simple workflow. The Patient Assistant enables the patients to manager their bookings following the Web Content Accessibility Guidelines (WCAG) to make web content accessible to people with various disabilities accessible to people with a broad range of disabilities, including sensory, intellectual, learning, and physical disabilities.

Customizable by nature

Build your portal login process as your facility needs. Three main options are available - each of them is secured due to a different authentication method – embedded login, hosted login, or internal login. Depending on the country you are from, the portal can be configured in multiple languages to display clinical and other information in the country's native language.
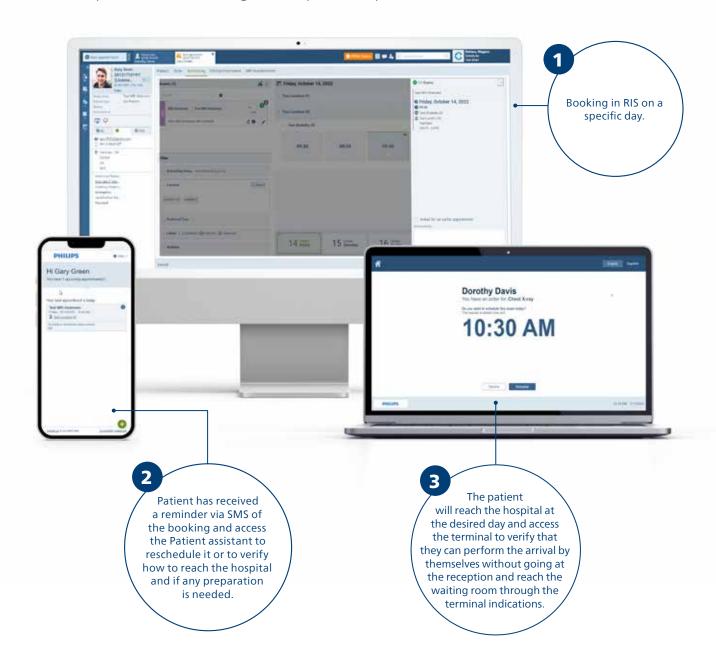
Patient kiosk

Self-admission without compromise

To ease bottlenecks in the front office, increase patient satisfaction, and decrease patient wait times due to inefficient registration processes, Patient Kiosk is designed to allow patients to manage their own self-admission. Patient Kiosk is linked to one or more specific modalities enhancing the patient admission flow and making sure the patient has all the needed directions to the right modality, waiting room, or reception desk and the correct type of exams.

To speed up the admission, the terminal provides a customizable calendar of opening days and hours during the week, with the possibility of closures, and unscheduled or drop-in orders – all available with a set of customizable messages that appear during the arrival workflow and can be translated into several languages.

Scenario

The patient has a scheduled procedure for an MRI Abdomen and can go to the hospital without accessing the reception and perform self-arrival.

1

Booking in RIS on a specific day.

2

Patient has received a reminder via SMS of the booking and access the Patient assistant to reschedule it or to verify how to reach the hospital and if any preparation is needed.

3

The patient will reach the hospital at the desired day and access the terminal to verify that they can perform the arrival by themselves without going at the reception and reach the waiting room through the terminal indications.

How to reach us
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