

The image shows a family of three inside a car. A man in a light blue shirt is driving, smiling. A woman is in the passenger seat, also smiling. A young girl is in the back seat, looking out the window. The car's interior is visible, including the seats and dashboard. The overall scene is bright and positive, suggesting a safe and convenient travel experience.

PHILIPS

Patient Engagement

Safety and efficiency with a **virtual waiting room**

A contactless check-in process designed to guide patients to the right location at the right time

COVID-19 has transformed healthcare, from the way patients and physicians interact to the way hospitals and clinics deliver care. New technologies are needed to help healthcare practices comply with social distancing and masking policies that seek to stem the spread of infection. Philips Patient Engagement Manager's automated outreach protocol digitally navigates patients through the appointment check-in process, all from the safety of the parking lot, car, or...anywhere.

Our virtual waiting room (VWR) replaces the traditional waiting room and brings unmatched convenience to patients, families and staff, all the while minimizing unnecessary contact. VWR integrates directly with EHR systems to ensure that all aspects of the process smoothly embed into practice workflows and that all patient communications are centrally stored.

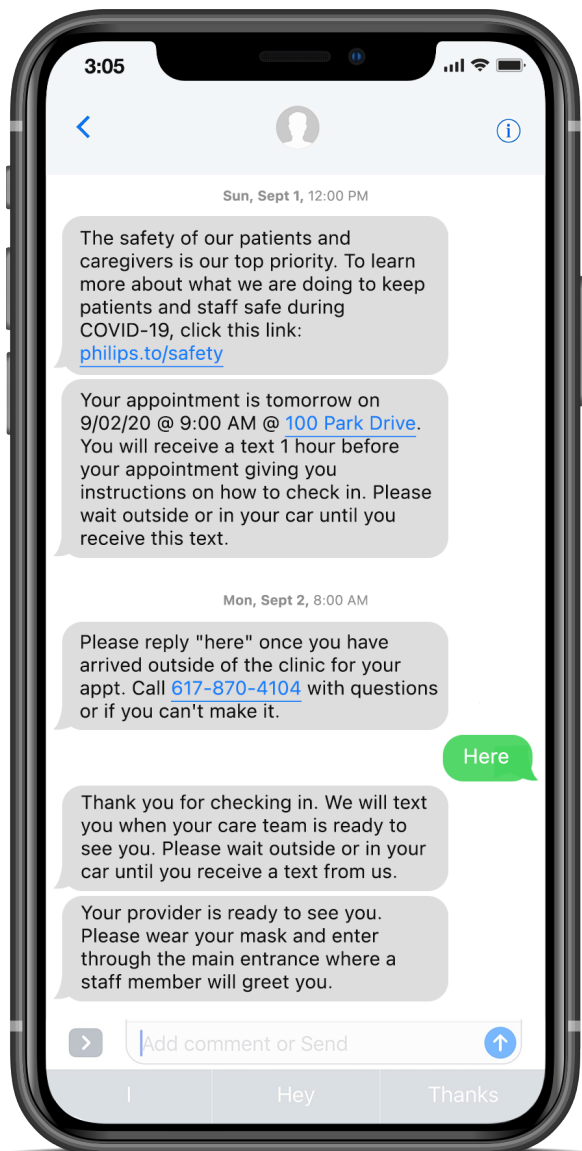
Social distancing may be relaxed over time but the shift to digital is here to stay.

Text "ReturnOps" to (866) 899-3473 for a demonstration of our return-to-operations solution. Get in touch with us and learn more at philips.com/pem.

Automated communication with minimized contact

Program goals

- Patient education regarding updated arrival process ensures that patients are adhering to safety protocols and prevents crowded waiting rooms.
- Automated, protocol-driven communication with patients helps reduce staff time spent manually communicating with each patient before they enter the clinic. In a period of constrained resources, this allows staff to focus on delivering safe, high quality care.
- Continuous updates based on real-time triggers lead to improved transparency and a seamless, high quality patient experience.



Step 1: Pre-appointment preparation

Educate patients on access protocols.

Step 2: Patient arrival

Patients text “here” and will receive a notification informing them to stay outside the building until it’s time to be seen.

Step 3: Clinic notification

The EHR is automatically updated with the patient’s arrival status.

Step 4: Ready to be seen

Staff input a status change into the EHR indicating that the patient is ready to be seen.

Step 5: Guide the patient

Notification is delivered to the patient alerting them that they may enter the clinic.