

Manage - Touch Screens – Settings

Notes: This page only appears if the Touch screen feature is licensed.

Apply Settings to – use the drop-down list to specify whether you are changing a global setting (that affects all *Touch Screen Devices*), or whether you are changing a local setting (that will over-ride the global settings for the specific device).

General

- Check In Methods – Checkbox Enable date of birth check-in or Enable Check-in with unique reference.
 - Date of Birth Input Style – select between *Calendar* and *Keypad* - if *Keypad* is selected then two further options are provided. If *Hide Year with ** is ticked then the digits of the year will not be displayed on the Touch screens for increased privacy. The year will be a four-digit year unless the *Two digit Year* checkbox is ticked. Jayex recommends the *Calendar* style as the most client friendly.

- Verify Postcode – enables/disables verification that the post-code (last 3 digits) entered by the Client is a valid post-code (using appointment system source data).
- Enable Barcode check-in to be added (Set in System Parameters)
- Screen Reset Time – if the touch screen(s) receive no responses to any actions for the number seconds set, then they will consider the Client to have walked away and they will revert to the default initial screen.
- Touch screen Exit Code – enter an alpha-numeric Exit Code of up to 5 characters. This is used only by system administrators/support staff at the Touch screens.
- Enable Auto Confirmation – When a Client self-checks in using any touch screen, the client confirmation prompt “YES” or NO will assume “YES”, if no response is detected after this number of seconds. **Caution: do not use this prompt if any extended services (receipts, demographics, patient messages) are in force as the client will not be able to see them).**
- Beep on touch – enables/disables the audible beep when the Client touches any touch screen.
- Enable Way Finding – if enabled then the image (as defined in *Manage → Images*) nominated for the Client’s Waiting Area (as defined in *Manage → Waiting Areas*) will be displayed on the touch screen when the Client self checks in.
- Enable Call For Assistance – if enabled then Touch screen displays will include a button to touch which will call someone to physically attend for assistance. A message will show on the *appointment screen* web browser refresh
- Enable Receipts – if enabled then tickets will be printed when clients self check-in using any touch screen.
- Enable “QWERTY” Keypad – If enabled, the touch screen(s) will display a QWERTY keypad.
- Enable Surveys – Checkbox to enable the survey you want. This is enabled only if the additional product has been purchased (*Manage → Surveys*).
- Language Settings – if enabled then select from the pre-defined list of Languages available which will be offered at the Touch Screen. Enter any text in the white box to filter *Language*-names – only names containing the text will be displayed. Select a Language from the drop-down list to be used as the default Language.
- Interface Settings.
 - Welcome Message – enter the text you wish to see displayed as a Welcome message at each Touch screen display.
 - Background – select from the Images (as defined in *Manage → Images*) to be used as a background image in the Touch screen display.
 - Theme – select from the dropdown list .

- Enable Branding Screen – Checkbox to enable the branding screen (as defined in Manage – Images) to be used as a screensaver when the Touch screen is not in use.
- Logo Image – Select from the dropdown list of images (as defined in Manage – Images) to be used as a logo image in the touch screen display.
- “Receptionist” image – Select from the dropdown list (as defined in Manage – Images) to be used as a picture in the touch screen display when the information say please contact the reception.
- “Sorry” image - Select from the dropdown list (as defined in Manage – Images) to be used as a picture in the touch screen display when the transaction could not be completed.
- Visual awareness image - Select from the dropdown list (as defined in Manage – Images) to be used as a picture in the touch screen display if the client wants to use the visually impaired option
- Other Settings

Checkbox Enable closed screen to select a schedule the start time and end time for the touch screen. It can be scheduled for everyday or weekly. Also you can select an image (as defined in Manage- Images) for the closed screen.

- Save – When done click Save or click the browser’s *Back* button to cancel.

Touch Screens - Service Settings

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Change to these settings are sent to the Touch screen PCs via broadcast – therefore Touch screen PCs not on the same LAN will need restarting for the setting changes to take effect.

The screenshot shows the 'Manage Touch Screen Service Settings' interface. At the top, it says 'Enlighten E4' and 'Friday 18 October 2013'. There is a 'Logout' link in the top right. Below the title, there is a dropdown menu for 'Apply Settings to' set to 'All Services'. The settings are organized into sections: 'General', 'Auto Arrival Rules', and 'Demographics'. The 'General' section has checkboxes for 'Display Average Waiting Time', 'Display Number of Clients Waiting', 'Display Client Name in confirmation Screen', and 'Hide Appointment Time in Confirmation Screen'. The 'Auto Arrival Rules' section has a checkbox for 'Enable Auto Arrival Rules' and two input fields for 'Consider Client checked in Early' and 'Late' with values of 30 minutes. The 'Demographics' section has several checkboxes for 'Enable UK Residency Check', 'Enable Minor Workflow for Clients below 18', 'Enable consent form check' (with sub-options for appointment/admission, asking about experience, and electronic health records), 'Enable frequent flyer check', 'Enable Demographic questions', and 'Use external validation service for address'. Below these are three columns of settings: 'Address Details' (GP Address, Residential Address, Postcode), 'Contact Information' (Home Telephone Number, Mobile Number, Work Number, Email address, Next of Kin), and 'Personal Details' (Preferred Name, Ethnicity, Preferred Language). Each setting has 'Enabled', 'Required', and 'Update' options. A 'Save' button is at the bottom left. Copyright information is at the bottom center.

- Apply Settings To – use the drop-down list to specify whether you are changing a global setting (that affects all *Services*), or whether you are changing a local setting (that will over-ride the global settings for the specific *Service* only).
- General.
 - Display Average Waiting Time – enable/disable the display of the Average Waiting Time for all Consultor (variable name)s. For a given Consultor (variable name), the Average Waiting Time is undefined until one of their Clients has been called. Thereafter, for the rest of the day, the Consultor (variable name)'s AWT is given by

AWT = SUM (Time Client Called – Time of Client’s Appointment) / Number of Called Clients today

excluding Clients who arrived later than the “Grace Time” period (typically 5 minutes) defined for all Enlighten Services. *Note: the “Grace Time” is a system setting which is configurable with assistance from Jayex, but not using the Enlighten web interface. Also note that the calculated value will be subject to a cap defined by a system setting.*

- Display Number of Clients Waiting - enable/disable the display of the Number of arrived Clients Waiting for all Consultor (variable name)s (and who have not yet been called).
- Display Client Name in confirmation Screen – enable/disable the inclusion of the Client’s name in the confirmation prompt seen at the Touch Screen.

- Auto Arrival Rules.

These settings defined the number of minutes a Client will be considered to have arrived Early or Late for an Appointment.

- Demographics –

- Enable UK Residency Check – if enabled clients will be asked at check-in if they have lived in the *UK* for the past 12 months or Elsewhere. If they select Elsewhere they will fail check-in and be referred to the reception.
- Enable Minor Workflow – if enabled clients under the age entered in the text box will be asked (1) If they are under social care or foster care (2) Confirms or not if there is an Accompanying Adult with the underage patient (3) Allows the capture of the Adult Relationship to the underage patient. If the answer is No to either (1) or (2) then the patient will be referred to reception and a notification will be show to the reception role.
- Enable “Consent Form” Check in – Enable/disable feature to select all or any of the available options to be used during the check in process.
- Enable Frequent flyer check – Enable/ disable to find out if the client had visited previously in the specified period of time. Note: “Frequent Flyer” is to identify client(s) that have used the self service before and do not have to be asked the same questions as previously. This also applies to check in “Surveys”.
- Enable Demographic questions - if enabled then a list of Demographic questions about Address Details, Contact Information & Personal Information is offered for Client validation. Each question selected (*enabled*) can be mandatory (*required*) or optional (not required).
- Use external validation service for address – if enabled the system fetches data from the third party system. Additional charges apply. Please contact your account manager for more information on this service.

- Save - When done click Save or click the browser’s *Back* button to cancel.

Notes on the use of Demographic review feature:

The use of the demographic feature is a valuable extension of the Enlighten check-in service. The purpose is allow clients to confirm (or not) if the information shown on the screen (e.g. their postcode) is correct. This will allow any service, where matching demographic information is being provided by the Appointments/PAS provider, to identify any required information which may assist in further communication with their client.

This feature will allow the touch screen user to either confirm or update selected information.

For data protection purpose the information is presented on up to 3 separate screens. Demographic review information will only appear on the screen if the information is available and only after all other check-in rules have been observed. Nb. Not all Appointments/PAS systems pass the data or hold the data, Jayex suggest you check your internal demographic information before setting up this feature.

Specific demographic questions can be set as “Enabled”, “Required” or update. If only “Enabled” is set, it will allow a successful Check-in regardless of available data

If the demographic information is not available at the time of check-in, or the client selects the “NO” button, the appointment row on the Enlighten E4 “Appointments” view will change colour (typically pink). Additionally an exclamation mark will show in a yellow circle to alert the staff user. By clicking on the exclamation mark the staff user will see a message to advise “Clients demographics information is incomplete”. Jayex recommend staff users are trained to recall the client to a private area, to update the required information in their appointment system/PAS.

If “Required” is selected and the information is either not available (as above) at time of check-in or the touch screen user selects “NO”, then the check-in will stop and the user will be requested to go to reception. The staff user will be alerted with a RED row and a notification message which should be dealt with as above” and cleared to allow check-in manually”.

Nb. To know what demographic information is provided by a given Appointment / PAS or if you wish to confirm which features to enable, please contact your provider. Users should be cautious to independently validate any request for data change. The purpose of the feature is to capture and alert any anomalies against “known data”, to improve data quality.

Auto-Confirmation Awareness

If Auto-confirmation is enabled (and the client does not select Yes within the prescribed number of seconds) the client will be checked in automatically, without access to extended service questions such as demographics, UK residency, Contact updates, able to see auto arrival messages, receive a print receipt, surveys etc

You should not enable this feature if any other service is in use as it is for “fast check-in” only.

Touch Screen – Devices

Touch Screen devices setup is only necessary if you require different settings across touch screen devices. – i.e. **IF** all appointments for all Consultor (variable name)s and services are to be accessed from all touch screens do not use this feature. The feature is to enable operational set up of individual Touch Screen Kiosks in the following instances (1) Where multiple kiosks exist on the same site and clients need to be restricted to only check in at certain services and Consultor (variable name)s . (2) Where kiosks are deployed across multiple sites but there is a single set of appointment data only available and you wish to block clients of a particular service or Consultor (variable name) from self check-in on the wrong site.

- Add New Device –

- Click on the link and put in the Touch Screen Name (a friendly name to quickly identify the touch screen device)
- Full Computer Name Put in the actual PC name (full computer name or IP address) given to the Touch screen on commissioning
- Description -
- Select either “Filter by Services” and tick the box relating to the service allowed to check – in **or** “Filter by Consultor (variable name)s” and select those Consultor (variable name)s who’s clients can use the particular touch screen kiosk.

- Save – When done click Save or click the browser’s *Back* button to cancel.

Note on use: If selected Consultor (variable name)s move from site to site for different sessions, you will need to add the Consultor (variable name)s to the “Consultor (variable name)s” list for their patients to use the Touch Screen kiosk, on the days they are working on site. You must then remove them from the list when they are not working on the site to avoid any client checking in on the wrong kiosk