

# A Patient Self-Service Solution for St James's Hospital Dublin



## The Customer

**St. James's Hospital** is the largest acute general hospital in the Republic of Ireland and is an academic teaching hospital for Trinity College. With 1,020 beds, a staff of 3,500 and almost 350,000 patients treated each year as Inpatients, Outpatients, Day-care and in the Emergency department, St James's is one of the busiest acute hospitals in the country. St. James's has also been selected as the location for the new National Children's Hospital.

## The Challenge

In addition to **Patient Self Service Check-in**, the new system was required to reduce patient queues and improve patient experience.

St. James's also required the new system to allow patients to update their contact details, review demographic information and confirm their next of kin. Patients can also participate in structured surveys designed and managed by hospital staff.

# The Solution

**Enlighten - the next generation end to end multi-channel** (Kiosk, Web and Mobile) patient engagement platform.

The platform comprises of a number of modules such as the pre-registration portal, check-in kiosks, patient calling, patient flow processing, checkout, way finding & surveys. The first phase of the deployment consisted of kiosk-based patient check-in, flow management, media manager and patient calling modules. Patients can now self-check-in and follow instructions to waiting areas - watch healthcare promotional media and specific clinic information – see and hear when they have been called for their appointment.

# The Result

- Shorter check-in times and staff capacity released to better assist patients
- Improvement of clinic flows & efficiency, reducing clinic waiting times and facilitating smart deployment of Clinical and Administration staff
- Improved accuracy of demographic data
- Improved Patient information before appointment, during waiting time and after attendance