

The Philips logo is displayed in a white rounded rectangle with a blue border, set against a dark blue background. The word "PHILIPS" is written in a bold, blue, sans-serif font.

Patient navigation



## 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 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 Navigation 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.

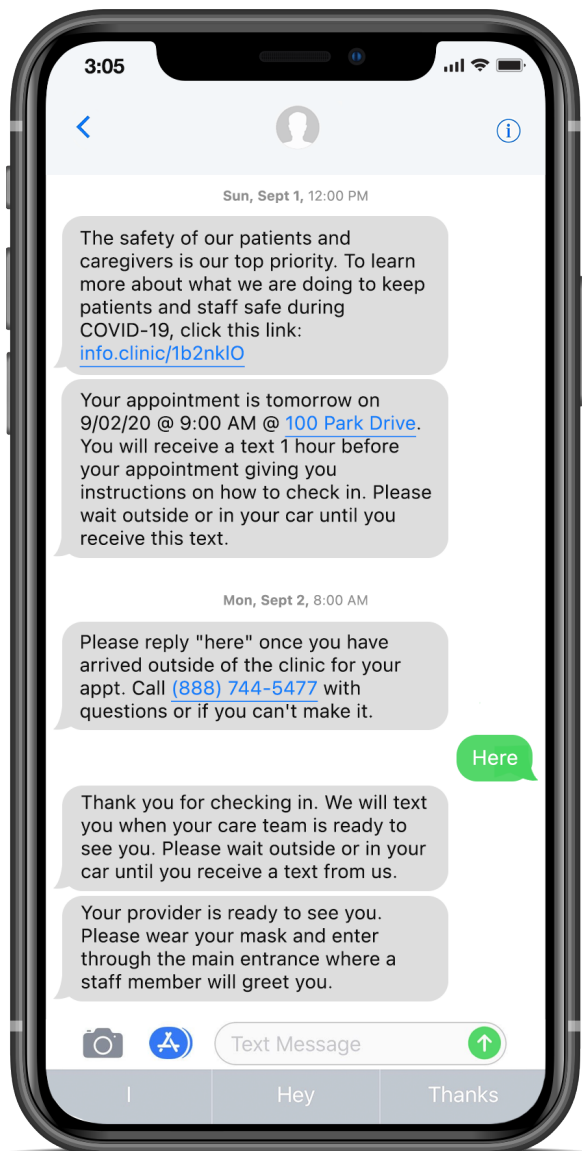
Our virtual waiting room (VWR) replaces the traditional waiting room and brings unmatched convenience to patients, families and staff, all the while minimizing unnecessary contact. VWR integrates directly with EHR systems to ensure that all aspects of the process smoothly embed into practice workflows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