

Queue	Patient	
1	B. C*****	← NEXT
2	D. T****	
3	T. H***	
4	B. C***	
5	F. S*****	

Updated: Wednesday, April 1, 2020 12:15 PM

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# WAITING ROOM CONCIERGE

## FROM IN LINE TO ONLINE, A WAITING ROOM EXPERIENCE YOUR PATIENTS WILL ACTUALLY APPRECIATE.

COVID-19 has changed the way providers deliver healthcare. To ensure the health and safety of patients; crowded, in-person waiting rooms are becoming a thing of the past.

Though EMR integration, Waiting Room Concierge runs in the background and updates patients without the need for staff intervention. Patients can check estimated wait times, view where they stand in a provider's queue and be reminded when it's time to return - all while reducing the need for contact with your staff.

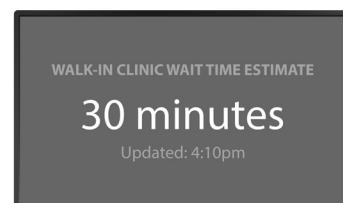
## Wait Time Display

### Display wait times in your clinic

- Display estimated wait times without any need for staff intervention or monitoring
- WRC integrates directly into your EMR and updates automatically throughout the day

### Show estimated wait times on your website

- Let patients know what estimated wait times are before they leave home
- Wait time display can easily be integrated with your existing website



## Patient Queue Display

### Display provider queues in the waiting room or online

- Display patient queues so patients know where they are in line at all times
- WRC is integrated into your clinic's EMR scheduler, and updates automatically, without any intervention from front end staff

### Customize the display look and feel

- Display patient names without compromising patient confidentiality
- Colours and formatting can be customized to match your branding
- Display information in the language of your choice

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## Leave Return Messaging

### Free patients from the waiting room

- After enrollment, the system automatically notifies patients to return when their turn is approaching
- Eliminate congestion in the waiting room and reduce front-end staff interruptions
- Works in conjunction with patient queue display

### Contact patients in their method of choice

- Automatically contact patients using voice, text, or email notifications
- Ensure patients are confident they can leave the waiting room and return in time for their appointment

