

Case Study

# Ricoh solution improves hospital's patient flow

Jeroen Bosch Hospital



**Ricoh's Patient Workflow Management enables patients to self-register or check themselves in, allowing visitors easy access to all the logistical details they need for their hospital stay. This modern solution ensures patients are better informed about directions to appointments, as well as waiting times and rooms, and gives them a greater feeling of control over their healthcare.**

## The Challenge

The ambition of the Jeroen Bosch Hospital is to make the healthcare environment more patient-oriented and hospitable amid increasing expectations and advancements in technology. With a recently opened new building, this major Dutch hospital is striving to enhance patient care. An important component of this has to do with optimising the provision of information to patients, including where they need to be for appointments and at what time.

## Ricoh's Solution

The hospital's ultra-modern new building has installed Ricoh's Patient Workflow Management solution, arranging all logistics around patients in an intelligent way, so that visitors can be kept better informed about waiting times at the organisation's outpatient clinic, specialist and radio diagnostics departments, and blood sample service.

Located at the entrance to Jeroen Bosch Hospital's new building is a central registration counter where patients are given a hospital card. Three data-check kiosks have been placed in the hall, which patients can use to manage both their own medical and visitor information. Their card allows them to access all the logistical details needed for their hospital stay.

## Customer Objectives

- More efficient patient flow
- Reduced waiting times with better provision of appointment information for patients
- Free up staff time by automating the check-in process
- Enhanced patient experience
- Increased patient safety

## Results

- Improved quality of patient care
- More appointment times kept to
- Increased patient satisfaction
- Staff time freed up



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*It is all about putting as much relevant information as possible at the patient's disposal at all times," says Saskia Cornelissen, project team member at Jeroen Bosch Hospital. "This applies to medical information of course, but especially to information that is important for their hospital visit."*

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*A system with different counters in outpatient clinics and fixed workplaces is a thing of the past", says Carol Dona, President and CEO of Ricoh Nederland. "The traditional system is inefficient and causes a loss of quality when it comes to patient care."*

## Automating Processes for High Quality Care

After inserting their hospital card at a kiosk, patients receive the most up-to-date information on waiting times and rooms, ensuring they spend less time hanging around or in the wrong place. Hostesses are there to offer help to patients using the kiosks if they need it.

Once patients have left the central registration counter and reach another destination within the hospital, they can then check-in at another kiosk at that clinic. There they are told whether they are in the right place and what time they will be treated. If they are in the right waiting room, the narrowcasting screens will indicate where they should wait and when the doctor is ready for them.

## Customer and Patient Benefits

Ricoh's Patient Workflow Management solution ensures that patients are kept better informed and up-to-date on details like waiting times and directions, leading to less patient frustration and more effective systems of care. Patients now know where they stand because they are continuously fed with information through the smart application of modern technology. This innovative solution is in line with the hospital's ambition to exploit modern technology, in order to optimise hospitality and security, and ensures that a visit to the hospital is as comfortable and efficient as possible for patients.

### Benefits

- Increased patient satisfaction
- Improved patient flow
- Self-service system
- Better provision of information for patients

### Ricoh solution

- Time-saving
- Cost-efficient
- Better quality patient care
- Modern approach

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