

case study:
Automated
Arrivals

“ automating the check-in process makes a huge difference to the practice working day ”

Mandy Bee, receptionist,
Greyfriars Surgery, Hereford



Patient
Access
Electronic
Record
System

egton



maximises
QOF points



saves
time



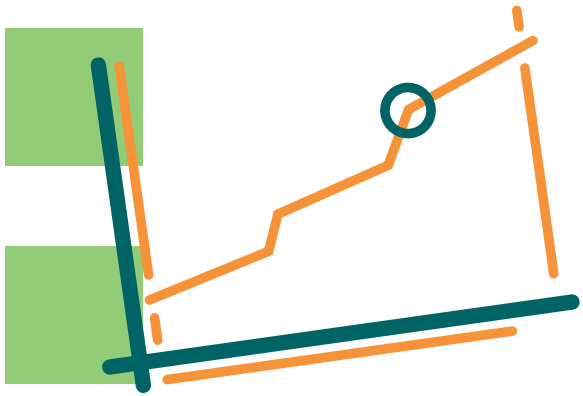
patient
services



interoperable



increases
practice
efficiency



“ the timesaving benefit is clear to all ”

Greyfriars Surgery, Hereford serves more than 5,500 patients and was one of the first EMIS practices in the UK to install an Automated Arrivals kiosk.

“ everyone has found the system really user friendly ”

Receptionist, Mandy Bee has high praise for the check-in system: “I think self check-in is a great service for our patients. I like the fact that it provides them with a level of independence and convenience.”

Automated Arrivals has delivered real benefits to all the patients – whether they use the system or not. If a patient is happy to use the kiosk, they can check themselves in quickly and easily. Alternatively, those patients that would prefer to speak to a receptionist, benefit from reduced queues and shorter waiting times when telephoning the surgery.

Positive patient feedback

The service has proved particularly popular with patients, Mandy explains: “The feedback we have received from our patients has been really positive – many exclaiming how much they enjoyed the experience. Everyone has found the system really user friendly.

“The system is widely used by all our patients. We expected to see a defined group that used it more than others, but have discovered that everyone is more than happy to use it, from small children to pensioners. The timesaving benefit is clear to all.”

A timesaving system

The practice reported that their receptionists have more time for other practice duties such as filing and other administration, as well as devoting more time to those patients that require longer at the reception desk, for example patients with special needs or complicated queries.

Mandy continues: “Overall, the system has been a huge success. Our patients enjoy using the system, and practice staff enjoy the extra time they have to concentrate elsewhere.

“We’d be happy to recommend the system to other practices – it makes all the difference. Automating the check-in process is such a simple idea, but makes a huge difference to the working practice day.”

Further information

For more information about Automated Arrivals please call 0845 124 5245. Alternatively, please visit www.egton.net/arrivals for further information.