

# SNAPSHOT: Health Care Check-In Use Case in Japan

## Easy patient check-in

### Problems:

**Hospital:** Inefficient and paper-intensive patient check-in process increases cost, reduces patient satisfaction, and is inherently prone to error.

**Patient:** Paper-based check-in requires multiple steps; long wait times.

### Solution:

Install kiosks with scanners to scan identification card (driver's license, insurance card, hospital card) for patient check-in and scheduling.

### Benefits:

<b>Cost Savings</b>	Reduced paperwork, Reduced staff time, Elimination of transcription errors, Reduced potential liability costs
<b>Better Service</b>	Self-service option, Faster service, Multiple payment options, Multi-language support, Accurate patient check-in, Location map
<b>Reduced Risk</b>	Reduced liability due to transcription errors.

### How it works:

1. Patient approaches kiosk at hospital, laboratory, or physician's office for check-in.
2. Patient identifies self by scanning driver's license, insurance card, or hospital card.
3. Patient provides or updates identification information (i.e. insurance).
4. Patient selects doctor and appointment time.
5. Patient selects payment method -- credit card or other means.
6. Patient information and schedule updates sent to doctor's office, accounting, laboratory, pharmacy, and so on.



### Benefits of PFU Kiosks:

- Increased reliability through Kiosk Integration Platform - Quality hardware, Intelligent middleware, and KIOSK SERVICE PLATFORM™
- Efficient Kiosk application development / implementation with KIOSK SERVICE PLATFORM – Kiosk application development platform
- Wheelchair accessible
- Privacy filters