SmartCall

Web-based wait list management

Benefit immediately from:

> **Easy and Affordable**
> Nothing to install or maintain; works with any computer with Internet access, mobile phone and smart phone.

> **Patient Flow Management**
> Patients can be transferred throughout the hospital, retaining the same pager and record for the whole stay.

> **Patient Satisfaction**
> No more crowded waiting rooms – patients are free to wander, knowing they'll be notified in an instant.

> **Wait List Management**
> Manage patient flow from one simple electronic list.

> **Management Reports**
> Management reports allow users to track wait times and monitor messages.

> **SMS Text Capability**
> Reach waiting patients anywhere – patients can go off site and be called back via SMS.

> **Pay As You Go**
> Convenient monthly service with no long-term contracts or commitments.

> **Multiple Users**
> Set up multiple users and determine user rights at administrator level.

Manage Patient Flow Affordably and Efficiently

SmartCall* allows you to manage patient flow from a simple electronic wait list. Patients can be integrated into the wait list and feel like they're receiving a more attentive service. Ideal for outpatient departments, medical offices and pharmacies.

Improve the Patient Experience

SmartCall SMS gives patients the comfort of knowing they can venture out and always be reached – whether by SMS or page.

The system creates a more inviting experience for patients and their companions. Walk-ins, call-aheads and patients with appointments can all be integrated into the wait list.

* SmartCall is an HME Wireless trademark.

Additional system options available

CustomerCall / MediCall

IQ pagers, with a 30-position charger or 15-position All-In-One system.

EuroCoaster

Digital coaster pager, which flashes, beeps and vibrates.

Alphanumeric pager

Alphanumeric four-line text messaging pager.

Paddle pager

Numeric pager available with customised insert.

Distributed by:

Choose Your Contact Method

SmartCall's integrated system works with CST's wireless pagers or smartphones. Now patients have a choice of being contacted via SMS or page. Works with virtually any computer OS – all you need is internet access.

Increase Staff Productivity

SmartCall is easy to set up, requires no complex training, and is simple to use. The system can be used anywhere thanks to the secure web-based technology. The management reports allow users to track wait times and monitor messages.

MediCall Patient Paging

Integrate your wait list management with customer paging for the highest level of patient experience. Let patients wait where they wish, when queuing for their hospital appointment or at the pharmacy. Hand patients a MediCall pager while they wait and they are free to wander around the hospital grounds or visit nearby cafés or coffee shops. The pager then calls patients back discreetly, preventing the embarassment of 'announced' names that all can hear.
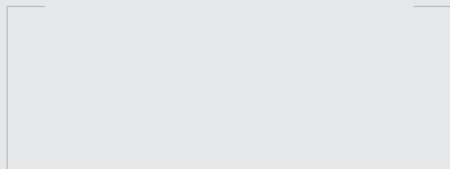
Waiting rooms are less congested, staff are less stressed, and hard-of-hearing patients can relax without fear of missing their appointments.

The sleek and robust patient pagers withstand splash, dust and impact hazards. An antimicrobial coating reduces the spread of infections further increasing hygiene and patient safety.

MediCall patient paging improves the waiting room environment for staff, patients and visitors, ultimately increasing the patient experience.