

HOSPITAL PATIENT SUPPORT SOFTWARE

Let your patients and staff enjoy the ability to access quick support service while at your hospital facility. This innovative application allows your patient more control over their immediate needs.



Combine improved service to patients throughout the hospital with *patient service request* functions. This software gives better service to the patient and reduces the facilities costs.

Your patients simply scan the QR code into their smart phone on your Wi-Fi and the applications opens and links them to the hospitals service facilities. The application is not downloaded to the patient's smartphone but is accessed directly over the internet and your local area network.

There are various modes.

- Comfort
- Medication & Pain
- Bathroom & Body Care
- Food & Drink

Each of these modes gives your patients the ability to tailor their stay with you.

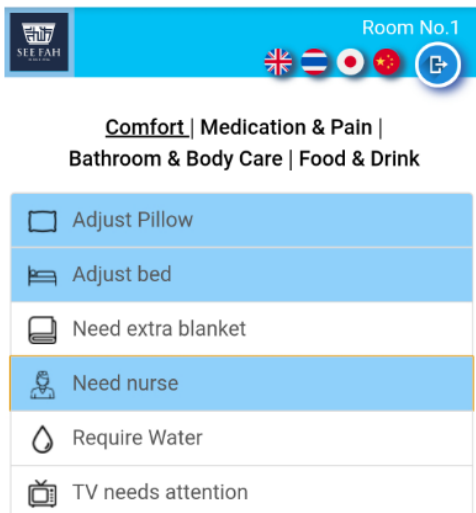


Patients scan a QR code which contains the operational mode, the URL & bed or suite number.

The patient can immediately start using the application. The patient scanning the QR code can use their name or hospital ID for verification purposes.

QR code

Once the items are selected and any permitted modifiers chosen the patient simply "Confirms" the request which is then sent to a printer located in an appropriate area (nurse's station, housekeeping, kitchen, etc.) Products ordered from a menu can be checked against a specific list of exceptions for the patient, e.g. gluten free, or other requirements etc.

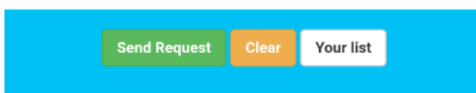


Comfort Mode

Patients can select their needs in this mode to make their stay more comfortable.

Multiple choices can be made.

The requests go to a printer that can be located at a nurse's station or housekeeping depending upon the service being requested by the patient.



SEE FAH Room No. 1

Comfort | Medication & Pain | **Bathroom & Body Care** | Food & Drink

	Clean teeth
	Need a bedpan
	Need a shower
	Require a shave
	Wash hair

Bathroom & Body Care

Patients can request services for their comfort, body care or bathroom needs.

The list can be edited by the hospital, floor, ward or clinical situation.

Once finalized by the patient the requested services are directed to the appropriate area of the hospital or clinic.

The status of the specific requests is available to both the hospital staff and to the patient.

Send Request
Clear
Your list

Food & Drink

Patients can order food and drinks from the extensive customizable selections that the hospital or clinic can set up. Specific dietary or medical requirements can be accommodated. Patients can be prevented from ordering restricted items.

SEE FAH Room No. 1

Comfort | Medication & Pain | Bathroom & Body Care | **Food & Drink**

Food	Drinks	Meal
£145.00		
Dry noodles, minced meat £130.00		
Yentafo £130.00		
Roasted Duck £300.00		
Shrimp Wontons £160.00		
Royal Wontons £160.00		

Confirm Orders
Requested list

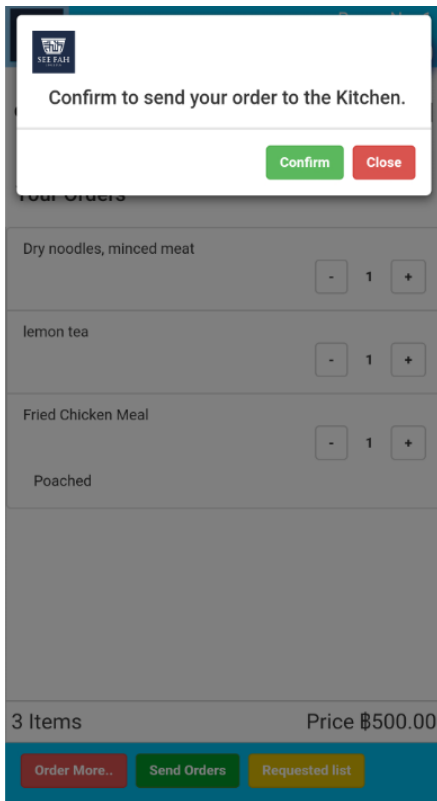
SEE FAH Room No. 1

Comfort | Medication & Pain | Bathroom & Body Care | **Food & Drink**

Food	Drinks	Meal
lemon tea £75.00		
Krabee juice £75.00		
Coke £20.00		

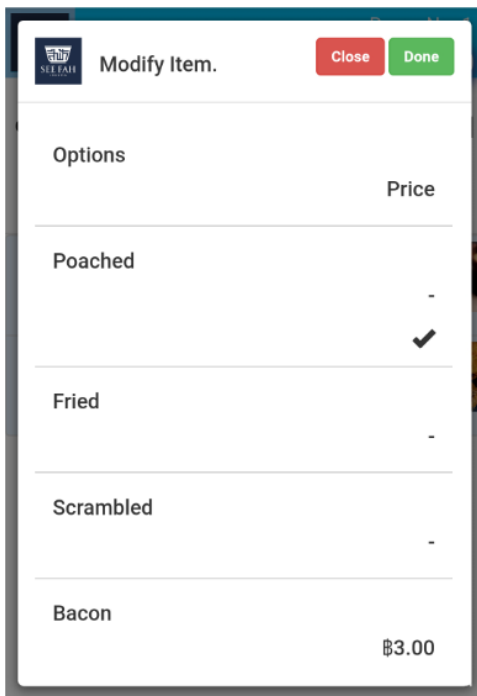
Confirm Orders
Requested list

Food & Drink



A patient's selections are confirmed by them and then printed on a printer which can be located in any appropriate area of the hospital. The patient ward/bed or suite is included on the printer docket or on the screen in the preparation facility.

Food & Drink Modifiers



Patients can tailor the meal to their specific needs by selecting permitted modifiers.

What Food & Drink has been requested?

The patient can adjust what is about to be ordered.

The patient can see the list of items ordered, the current status of preparation and the cost for each.

Description	No.	Price	Qty	Total
Status				
	1			
Vegetable brunch		B\$200.00	1	B\$200.00
Preparing				
	2			
Fried Shrimp		B\$200.00	1	B\$200.00
Preparing				
	3			
Beef Noodles		B\$145.00	1	B\$145.00

The status and patient cost are continually updated by the preparation areas.

Medication & Pain

Patients can request actions in relation to medications, dressings, physiotherapy and pain management. These particular services are routed to the appropriate pharmacy or nursing areas as required with the request printed.

These requests can also be visible on screens at nurse's stations or elsewhere are required.

All requests for services are logged by the system for performance monitoring within the facility.

Out of Bed or Suite Mode



QR code – in or out of bed or suite

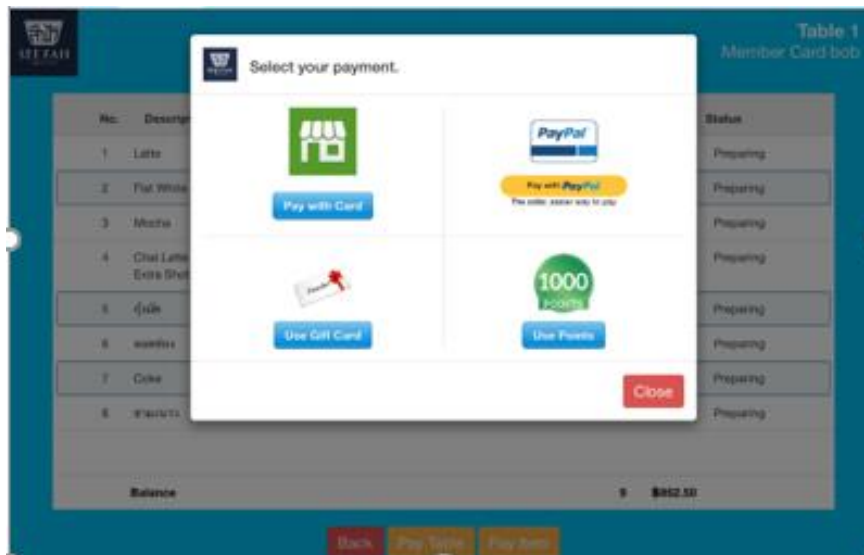
The Bed or Suite Service functionality can be used in other areas of the hospital or facility where patient services are provided. For example, in a cafeteria or recreational area where there may be multiple tables or a pool area with many chairs with people who are a mixture of patients and their visitors. A QR code on the table or chair is scanned into the patient's smart phone opening the application and the patient is requested to enter their bed or suite number along with their surname or hospital ID for verification against either the Patient Record Management System (PRMS) records, where integrated, or through a CSV file generated from the PRMS system. This is done to ensure the patient is indeed the occupier of the bed or suite.

The patient places their orders which are sent to the kitchen printer or screen. The patient account can be charged (directly where integrated or via CSV import to PRMS) or payment can be taken directly through the application in "Server" mode. Payment options include "Charge Bed or Suite", "Credit/Debit card", "Cash" or "Prompt Pay" and many other tender types.

room	cust_surname
1	Scott
2	Walker
3	Elder
4	Hadley
5	Jones
6	Miller
7	Ponce
8	McGill
9	Eddy
10	Olson

Check Patient is in-bed/hospital

Payment Options



The Bed or Suite Service mode is fully integrated with the powerful iZenPos point of sale and iZen Portal ASP back office. It can readily pass patient billing and payment information to your PRMS via a CSV file export / import, if supported by the PRMS

Summary

This hospital software service support application is a powerful, flexible tool for patients, clinicians, nursing staff, food preparation areas, pharmacies and management.

The patient can check the progress of their requests, whether they be for Comfort, Medication & Pain management, Bathroom & Body Care or Food & Beverage, as it is prepared and see the actual cost, if any, that will be applied to their account.

The account of the patient is updated, and the purchases linked to the bed or suite by the code. The patient folio can be updated directly if the Patient Record Management System is integrated to this application. Alternatively, a CSV file can be uploaded to the Patient Record Management System.

The application can be used throughout the premises with requests to patients for verification, to ensure the correct patient is both receiving any treatment and paying for those services.

The application is multilingual and multi-currency with full support for the product and service descriptions in 4 different languages within the one country. E.g. a non-Thai speaking person in Thailand who understands English or Japanese or Chinese.

A complete history of all patients requests and staff actions in relation to them is maintained on the data Portal connect to the application.

Importantly, the patient can use their own smart phone, whether it be Apple, Samsung or another brand. All that is required is the ability to link to the Internet and access the URL through the QR code. There is no bed or room or suite equipment to be provided by the hospital – reducing capital & maintenance costs. There is no application software footprint left on the patient's device and therefore no risk of someone using the application after they have been discharged or left the premises. Additionally, the individual patient's security is not breached and there is no use of the patient's phone storage.

A restricted local area network within the hospital can be used to avoid the need for patients to use the Internet. This produces an even stronger security level for the hospital as there is no external access to the network or hospital or systems hence there can be no breaches or privacy or external hacking.

Services and requests can be directed to any number of different areas defined by the hospital. This is available at individual item or service level. All requests can be forwarded to specific printers and display screens in virtually any area of the facility providing the services or products.

An additional function of the patient service and *housekeeping mode* is during the bed or suite clearing after the patient has left the bed or suite. The cleaners can use the application to request service for items requiring attention and flag the bed or suite as having been prepared for a new patient.

Back-Office

All bed or suite orders update the comprehensive iZen Portal internet back-office for procurement, inventory and financial management of the premises. The items for the Bed/Suite Service menu and Housekeeping lists are set up in the Back Office.

We would welcome the opportunity to demonstrate the Hospital Service Support Application. Please contact your representative to arrange.

Contact: AMC Convergent IT (Thailand) Co., Ltd at info@amcretail.com or your AMC Convergent IT representative. Visit our web sites: izenpos.net and amcretail.com

Benefits:

- Quicker ordering and service delivery for patients.
- Covers a range of patient request areas Comfort, Medication & Pain management, Bathroom & Body Care and Food & Drink
- Easier bed or suite service & *patient service* (housekeeping or services) interaction for patients.
- Modern approach.
- Better use of fewer order taking & serving hospital staff.
- Improved productivity.
- Fun for the patients
- Can combine with traditional POS system (iZenPos)
- Can operate standalone.
- Reduce the number of capital-intensive terminals and staff in a facility.
- Cheaper infrastructure establishment costs of facility.
- Lower operational costs.
- Patients can pay their bill using credit/debit cards.
- Improve facility financial performance – an added chargeable service to patients.
- Stock control in facility kitchens (*full procurement may require additional fees*).
- Opens marketing opportunities to patients through the Bed or Suite Service app.
- Show specific patient & facility promotions.
- Facility based pricing is available for Bed and Suite Service.
- Greater level of patient satisfaction
- Address the specific areas of operation that attract the most negative comments.
- Able to prevent patients ordering items that are not allowed for them.
- Pricing for Pay@Table is dependent upon the number of waiter payment terminals.

NOTE:

1. This software runs in a browser or alternatively as an application and is operating system independent,
2. Screens require additional equipment.
3. Specifications and functionality may change without notice.

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