



Begin Improving Patient Satisfaction From the Moment of Registration

In today's consumer-oriented healthcare environment, patient satisfaction is critical. **AHI Software's AHI Lobby** works to enhance your patients' satisfaction from the moment they enter your registration area.

Beginning with a paperless sign-in that ensures privacy compliance, the web-based **AHI Lobby** system alleviates long wait times by helping you discover and avert bottlenecks in your service delivery areas.

HOW AHI LOBBY HELPS

AHI Lobby automatically tracks patients' wait-time between their arrival in your registration area and the time technicians begin their registration until the process is completed. In addition, the system tracks the amount of time each technician spent completing the registration, and documents where patients were sent when registration was completed.

Using a real time dashboard, management can quickly identify the number of patients waiting in any registration area, allowing staff reassignments as necessary to speed the delivery of service. The dashboard also shows where and on which activities all staff members are working and the amount of time they are spending on each activity. This provides management with an opportunity to quickly adjust staff levels and the continual evaluation and enhancement of operational processes.

YOU CAN EXTEND AHI LOBBY BEYOND REGISTRATION—ENTERPRISE-WIDE

The capabilities of the **AHI Lobby** system can be extended beyond the registration area to track your patient flow enterprise-wide. Starting at registration, patient progress can be tracked through each department where care is provided until the patient is discharged. The system tracks the amount of time patients spend in each department as they move through their care regimen. Management can use the dashboard and system reports to quickly adjust staff levels to facilitate workflow enterprise-wide.

PATIENT FLOW MONITORING MADE EASY

- **Fully integrated with AHIQA (Patient Access Quality Assurance System)**
- No more paper sign-in sheets
- Automatically track patient wait-times by area and staff
- Real-time Dashboard of patient sign-in and other service areas
- Based on the results, modify your staff schedule and training to optimize patient flow and improve customer service

AHI Lobby allows you to monitor patient flow and improve customer satisfaction.

CONTACT AHI SOFTWARE

When you implement **AHI Lobby**, you'll have everything you need to improve patient satisfaction and manage all your patient access sign-in areas, including paperless sign-in, lobby and registration wait-times, a management dashboard, and easy-to-use reporting. Call or email us today to get started improving your patients' satisfaction.

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WHAT OUR CUSTOMERS ARE SAYING

"We have only been using the AHIQA Lobby for a month and it has been extremely beneficial in tracking patient flow. We are now able to track/monitor exactly how long a patient waits in the lobby and how long the patient is with the registrar. My managers can monitor in real-time the registration areas allowing us to make immediate staffing adjustments. We have already reduced our average patient registration time including lobby wait from 18 to 10 minutes."

— **Teresa Bassett**
Director, Patient Access
Riverside Regional Medical Center
Newport News, VA