

iOutpatient Solution

Integrated Services with Hospital Queuing Management (HQM)



Features

- Integrated with WISE-PaaS / SignageCMS Digital Signage Management Software
- Supports Windows / Android signage devices.
- Provide a RESTful API for integrated outpatient data from HIS
- Provide field-specific calling software, like a clinic / exam room and counter desk
- Integration of outpatient scheduling, self-check-in, and queuing system
- Queue transfers with a single ticket number
- Supports patient identification and patient-calling announcements
- Dynamic adjustment of patient visit priority, calling rules, and TTS editing
- Supports up to 500 device connections (Signage, Calling APP)
- RESTful API service for further development and integration with other systems
- Support data visualization using WISE-PaaS / Dashboard

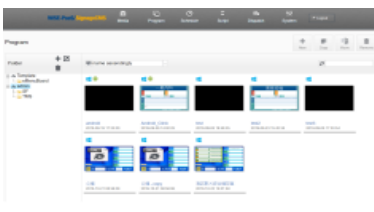
Introduction

iOutpatient SRP (Solution Ready Package) is a hospital outpatient check-in, queuing, calling and signage solution. Through the integration of SignageCMS and HQM serves as a signage and calling device management platform that receives patient information from HIS, gets patient check-in and queuing data, and manages connected devices remotely, providing centralized management features, including HW/SW status monitoring, software upgrade, program backup/recovery, etc. All outpatient and counter related data can be integrated into the iHospital Command Center for service performance statistics and hospital operations management analysis.

Key Functions

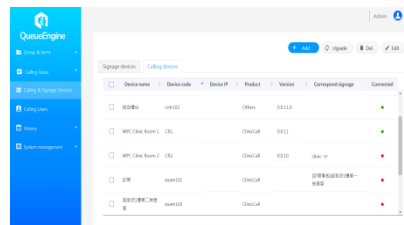
Integrated with SignageCMS

- Web-based signage content management system
- Edit and dispatch programs within 3 steps with an easy-to-use interface
- Support more than 30 media formats.



Hospital Queuing Management

- Supports Windows / Android signage devices
- Provide a RESTful API for integrated outpatient data from HIS
- Supports up to 500 device connections



Data Service

- Provide complete Restful API for third-party software integration
- Provide a gateway for data visualization by WISE-PaaS/Dashboard



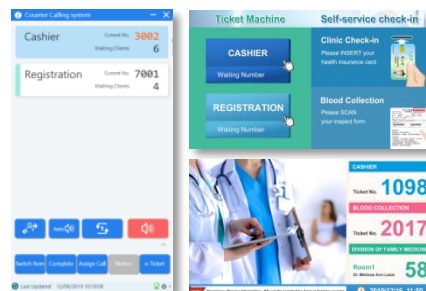
Self-Check-in Management

- Supports self-check-in and patient-calling announcement
- Displays outpatient clinic information
- Adjusts care delivery to patient needs



Queuing Management

- Digital queue allocation to available counters
- Supports multifunctional counter processes
- Queue transfers with a single ticket number



Examination Room Queuing

- Dynamic examination room allocation
- Optimizes inspection workflows
- Calling software accessed and synchronized instantly



Specifications

Hospital Queuing Management Server	Organization Management	Units	To create basic information of a hospital business organization, like the area, department, and division
		Service Items	Establish the services provided in each unit, like registration, outpatient, examination or medicine
		Stations	Establish the location of service in each unit, like counters, clinic room, examination room or pharmacy
	Calling Rules	Conditions	Conditions can be added in the consultation process according to patient status
		Priority	Set the call priority for each condition
		Identification	Whether to enable identity verification when patients check-in
		Number-giving	Arrange the number-giving interval and number ranges by HQM or HIS
		Text-To-Speech editor	Can edit TTS string and apply it to each service for voice announcement
	Device Management	Synchronize	Synchronize all signage devices from signageCMS Server
		Signage Devices	Show signage device name, ID, status and TTS parameters
		Calling Devices	To add / delete / edit Calling devices, and show device name, ID, IP, type, s/w version and status
		Remote Software Update	Get all clients version and update remotely
		Data Binding	Binding the calling device and the display device to control queuing status
	APP Users Management	Public Signage	Connecting the queuing status of service item with many signage devices
		User Account	Add / Delete / Edit user basic data, including name, number, account, password and belong locations
	History	Calling & Check-in Records	Logs all data including date, time, sessions, name, ID, event, area, department, division, item, station, number
		Filter & Search	Provide a variety of filters for quick search
		System Operation Logs	Record all changes in user behavior on the management platform
	System Configuration	Check-in time setting	Defining the time period of the check-in time in morning, afternoon and evening
		System Alert	Automatically report to the administrator when the system is abnormal
Broker Server Setting		Add / Delete / Edit the Broker's device name, ID and IP	
Authorization		User can be set up with different functions permission or grouping to separate fully	
License Verification		Manage the server license for activation or upgrade	
Data Services	UI Language	TC / CN / EN	
	Integrated API	Provide complete Restful API for third-party software integration	
Hospital Queuing Management Client	Dashboard Gateway	Provide a gateway for data visualization by WISE-PaaS/Dashboard	
	Data Linker	Connecting to HQM Server and receive data push	
Hospital Queuing Management Calling Software	Clinic calling App	Data Display	Use interactive API to interact with SignageCMS client to display data
		Check-in Management	Patients can check-in in many ways, like card insertion, barcode scanning, or input ID / medical record number.
		Calling Mode	Sequential call / Repeated call / Assigned call
		Patient List	Integrated patient & clinic data from HIS
		Status Filtering	Reserved / Sorted / Waiting / Passed / Completed
	Counter Calling App	Calling History	Logs all local calling records
		Clinics Number Limit	Up to 9 clinic services at once
		Calling Mode	Sequential call / Auto call / Repeated call / Assigned call
		Client Transfer	Queue transfers with a single ticket number
		Task switching	Supports multifunctional counter services
		Calling History	Logs all local calling records
		Services Number Limit	Up to 5 service items at once

Notre: Please refer to the WISE-PaaS/SignageCMS datasheet for more details

Hospital Queuing Management

Web browser that supports

- Google Chrome
- MicrosoftInternetExplorer 11

HQM Server Minimum Requirement

- OS: Windows 7 64 bits or above, Windows Server 2012 or above
 - CPU: Intel Core i7
 - RAM: 8GB or above
 - Hard Disk: 500GB or above
 - Port: 8080 (HTTP), 5672(AMQP), 15672(Web AMQP)
 - IP Address: Static IP Address is required
- * HQM and SignageCMS can be installed on the same server or not.

HQM Client Minimum Requirement

- OS: Windows 7 64 bits or above/ Android 6.0 or above
- No specific hardware requirements

Calling App Minimum Requirement

- OS: Windows 7 64 bits or above
- No specific hardware requirements

Ordering Information

Hospital Queuing Management Software

Product Name	Part Number	Description
HQM Software	32ASHQMSUXLT00	HQM Server for 100 clients
	32ASHQMSUXSD00	HQM Server for 250 clients
	32ASHQMSUXPR00	HQM Server for 500 clients
	32ASCNCSMSSD00	ClinicCall APP License
	32ASCTCSMSSD00	CounterCall APP License

Queuing Display Terminal

Product Name	Part Number	Description
Queuing Display Terminal	USM-110HPSA-I1E-C	Signage player for Android
	DS-081U1HPSW-I1E-C	Signage player for Windows 10

Self-Check-in Terminal

Product Name	Part Number	Description
Self-Check-in Terminal	UTC-532HPCW-I1E-C	All-in-one computing system (flexible peripheral installation)
	UTC-723HPKW-I1E-C	All in one interactive Kiosk

Interactive Queuing Terminal

Product Name	Part Number	Description
Interactive Queuing Terminal	UTC-520HPQW-I1E-C	All-in-one computing system (flexible peripheral installation)
	UTC-752HPKW-I1E-C	All in one interactive Kiosk