

Enlighten Professional

Healthcare Self-Service has never been better

- ✓ Optimising workflow
- ✓ Informing patients
- ✓ Assisting staff
- ✓ Reducing costs
- ✓ Reporting changes
- ✓ Improving experience
- ✓ Removing delays
- ✓ Validating data



Mr. Peter Jones
For
Dr. Rachel Allington
Room 15

Patient Preference

What does your patient want?



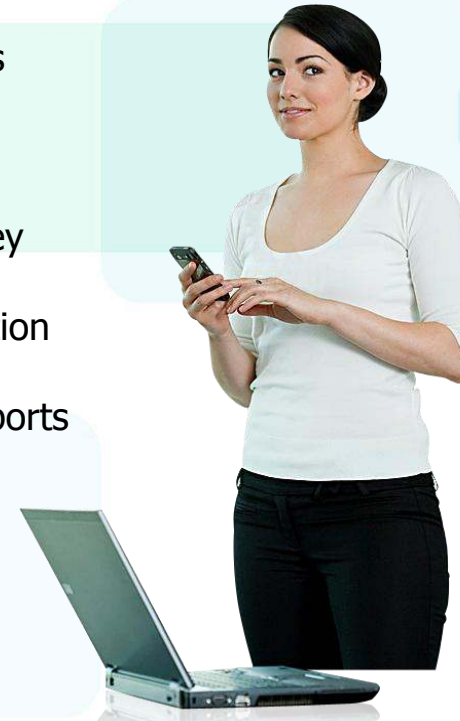
- ✓ Fast track Check-in
- ✓ 30 languages
- ✓ Confirm demographics
- ✓ Update contact information
- ✓ Review Next of Kin details
- ✓ Update contact information
- ✓ Receive real time information
- ✓ Freedom to choose

What does your service need?



- ✓ Integrated solutions
- ✓ View patient status
- ✓ Track patient journey
- ✓ Patient communication
- ✓ Detailed audit & reports
- ✓ More time to spend

What does Enlighten deliver ?



- ✓ Real time feedback
- ✓ Integrated patient call & Media
- ✓ Full DDA compliance
- ✓ Freedom for staff
- ✓ Improved data quality
- ✓ Optimize operational costs
- ✓ Streamline workflows
- ✓ Transforms the patient experience

Time to adopt Self Service

Jayex are the largest Healthcare Self-Service technology solutions company in the UK

- ✓ Free staff from mundane activities and release your most valuable resources for more important activities.
- ✓ Patients are happy to check themselves in, avoiding queues at reception, removing barriers at every stage.
- ✓ Demographic information can be reviewed quickly on screen, data quality verified and workflows managed.
- ✓ Contact information can be updated from the kiosk improving data quality, reducing costs on missed follow-ups.
- ✓ Patients view real time messages and waiting time information, reducing concern and complaints
- ✓ Wayfinding improves awareness and ensures your patient knows where to go when called.



Jayex self service and calling solutions are installed in over 6500 NHS sites, assisting in excess of 30 million patients per year.

Nb. Some features will be subject to available data from the interface with your clinical system



Automating routine patient and staff interactions

Patient Arrival



Express check-in with **secure** manual authentication, review demographics and **update contact information, receive messages** and performance data.

Service Tracking



Track and manage the patient journey from check-in to check-out with built in tools for reporting, clinic management and configuration.

Patient Calling



Call patient's by name or number, **multiple calling**, display wait times, full configurability and links to advanced **Multi-Media manager**.

More Time



More time for **Clinicians** and **Staff** to spend with patients and delivering improved quality of service.

Giving you total control Let's start working together

Patient receives appointment

Patient Check-in

Patient directed to wait area

Patient called

Clinic Consultation

The screenshot displays the 'Enlighten Professional' web interface. The top navigation bar includes the 'Enlighten' logo, the date 'Tuesday 24 April 2012', and the user name 'Enlighten Professional'. A sidebar on the left contains navigation links: 'My Profile', 'Appointments', 'Manage', 'Reports', 'Support', and 'Logout'. The main content area shows a table of appointment tracking data. The table has columns for 'Tracking', 'Number', 'Time', 'Arrival', 'Consultor', and 'Actions'. There are four rows of data, with the first and last rows highlighted in green. The first row shows 'Arrived' at 19:31 for 'Dr. James Denson'. The second row shows 'Called to Room 1' at 19:31 for 'Joanne Smith'. The third row shows 'Called to Treatment Room 1' at 19:32 for 'Dr. James Denson'. The fourth row shows 'Arrived' at 19:33 for 'Dr Peter Small'. Below the table, it indicates '15 total appointment(s)'. At the bottom, there is a copyright notice: 'Copyright © 2010 - 2012 Jayex Technology Limited. www.jayex.com All rights reserved. Enlighten Professional v 201202-01'.

Tracking	Number	Time	Arrival	Consultor	Actions
Arrived	6	19:31	19:34	Dr. James Denson	[Icons]
Called to Room 1	7	19:31	19:34	Joanne Smith	[Icons]
Called to Treatment Room 1	8	19:32	19:36	Dr. James Denson	[Icons]
Arrived	10	19:33	19:35	Dr Peter Small	[Icons]

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✓ The appointment journey can be controlled for a single consultation, or where a number of actions are required, clients can be transferred to a different waiting area to be called by a different staff member.

✓ All configuration is completed in a single web interface, avoiding desk top installation throughout.

✓ Enlighten Professional is a unique and market leading solution, built on our years of NHS experience, improving service delivery and creating substantial savings across the health sector.