

Waiting Room Display

*managing patient flow
and expectations*



MillCare

from
Mill Systems

Giving you time to care

MILLCARE CARE PATHWAYS

MillCare is capable of providing a Care Pathway for Patients that visit the clinic.

Care Pathways are the stages or steps that a patient makes as they progress from arrival to departure. They are an easy way of seeing where a patient is and where they are going next.

User waiting lists allow individual staff members to see the patients that are waiting for them, and give them the opportunity to refer patients on.

Each step is defined in the system and refers to the staff and resources that are involved.

The steps can be manually added to patients or triggered automatically based on appointment types, templates, or rules set against Proforma.

The Patient Pathway toolbar is linked to an in-focus patient and displays all of the steps that have been set for the patient on this visit.

Care Pathways are appointment based and link to the diary in MillCare. From the diary it is possible to add individual pathway stages, add a care pathway template, change the status of the stages and fast track patients.

WAITING ROOM DISPLAY

The Care Pathway Module has been extended to allow the display of Waiting Room Information.

- A standard PC and suitably sized monitor can be used to display "Waiting Information"
- The information displayed is a configurable subset of that available to staff
- Each PC can show different information relevant to the patients that can see it
- Waiting Information is updated in real time
- The system can show if a particular staff member is running over.

WHAT ARE THE ADVANTAGES?

Care Pathways provide:

- An easy means for staff to route patients through the clinic
- A mechanism for managing patient waits at points in the clinic
- A means for patients to be told where to go and when
- A way to inform staff about their case load
- A resource planning tool

The Waiting Room Displays can:

- Tell a Patient where they should be and when
- Reduce the problems associated with calling or tannoy systems
- Reduce the frustration of waiting and apparent queue jumping
- Reduce staff time with waiting patients





Fully Capable CASH/Family Planning System

Modules for Chlamydia, Vasectomy, TOP and HIV

Sophisticated User Control

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Comprehensive management of Care Episodes

Contact Tracing

Configurable Diaries and Appointments

All Statutory Reporting as Standard

Incorporates NHS data dictionary

Full ODBC/SQL Access for third party reporting

Full Implementation, Project Management and
Training services

Dedicated Support Teams

All software development carried out in the UK by our own
Development team in association with the user base

Active User Community

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