



Healthcare administrators face a significant challenge with both establishing metrics to improve patient flow and benchmarking their current throughput models to determine inefficiencies.

MANAGE THE FULL CYCLE OF YOUR PATIENT FLOW

ACF Technologies hosts a unique set of solutions that help Healthcare providers leverage advanced tools and methodologies to maximize patient throughput, improve the patient experience and ensure the security of patient information.

MAXIMIZE PATIENT THROUGHPUT through enhanced public guidance systems, more effective patient reception, routing methodologies and smarter utilization of staff resources.

ACCESS REAL-TIME METRICS that measure wait and transaction times, total service time and abandonment/diversion rates. The ACF solution features easy-to-use statistical tools that provide an enterprise view of productivity, service and performance levels, customer flow patterns and more.

TRACK THE ENTIRE PATIENT PROCESS from the moment they arrive to the moment they leave. Even if the patient is transferred to another physical location, as long as they are in the enterprise, their flow data is tracked and maintained.

“ACF Technologies provides us with a real-time patient flow tool for directing, organizing and optimizing throughput of patients in our enterprise.”

ADDED VALUE FOR RETURN ON INVESTMENT (ROI)

BRING DOWN YOUR OVERALL COST by eliminating inefficiencies in both patient flow and staff workflow. ACF solutions give you a total picture of your entire enterprise allowing you to detect and resolve flawed or redundant processes.

DEVELOP PERFORMANCE BENCHMARKS AND SCORECARDS by continually comparing current service and throughput levels with the anticipated organizational goals. Data from the ACF solution can also be utilized to detect barriers in the flow process and to model improvement factors.

MAINTAIN COMPLIANCY STANDARDS of patient privacy, access to service and process management. ACF Technologies can help you conform to the changing standards in best practices as they relate to your patient flow processes. (HIPAA, JCAHO, EMTALA, Six Sigma)

DEPLOY TODAY - ACF Technologies utilizes open-standard, non-proprietary hardware and pc and pc-less based components, which allow your organization to be up and running in as little as three days. Minimal local installation time and programming is required to design workflow or to modify visual, audio or printed notifications.

Service Name	Avg. Waiting Time	Max. Waiting Time	Waiting Avg. Service Time	Max. Service Time	In Service Today	Completed Today	Status
Albany Branch							
Lab	00:14:31	00:23:46	3	00:15:37	00:25:59	2	9
Imaging	00:09:34	00:13:33	6	00:10:12	00:16:56	3	20
Ultrasound	00:27:55	00:27:55	1	00:34:11	00:34:11	1	6
Average	00:13:16			00:18:00			
Max		00:27:55			00:34:11		43
Minimum							
NYC Branch							
Lab	00:09:40	00:09:40	1	00:13:14	00:20:03	2	15
Plastic Surgery	00:21:06	00:21:06	1	00:49:68	00:49:68	1	5
Average	00:15:27			00:25:29			
Max		00:21:06			00:49:68		20
Minimum				00:49:68			
Summary							
Average	00:13:39			00:19:10			
Sum			11			9	63
Maximum		00:27:55			00:49:68		

MANAGE THE FULL CYCLE OF SERVICE

ACF Technologies is at the forefront of providing highly adaptable and user friendly patient flow solutions that seamlessly become part of the everyday tasks of patient care and workflow management.



phone: 800.704.6592

www.acftechnologies.com

Utilizing state of the art software and expert industry knowledge, ACF Technologies can facilitate the development of solutions that reduce patient cycle time, develop benchmarks for efficiency and positively impact patient and staff satisfaction.

“ I NEED REAL TIME DATA **to benchmark** MY CLINIC'S PERFORMANCE ”

PATIENT FLOW SOLUTIONS THAT FIT YOUR NEEDS

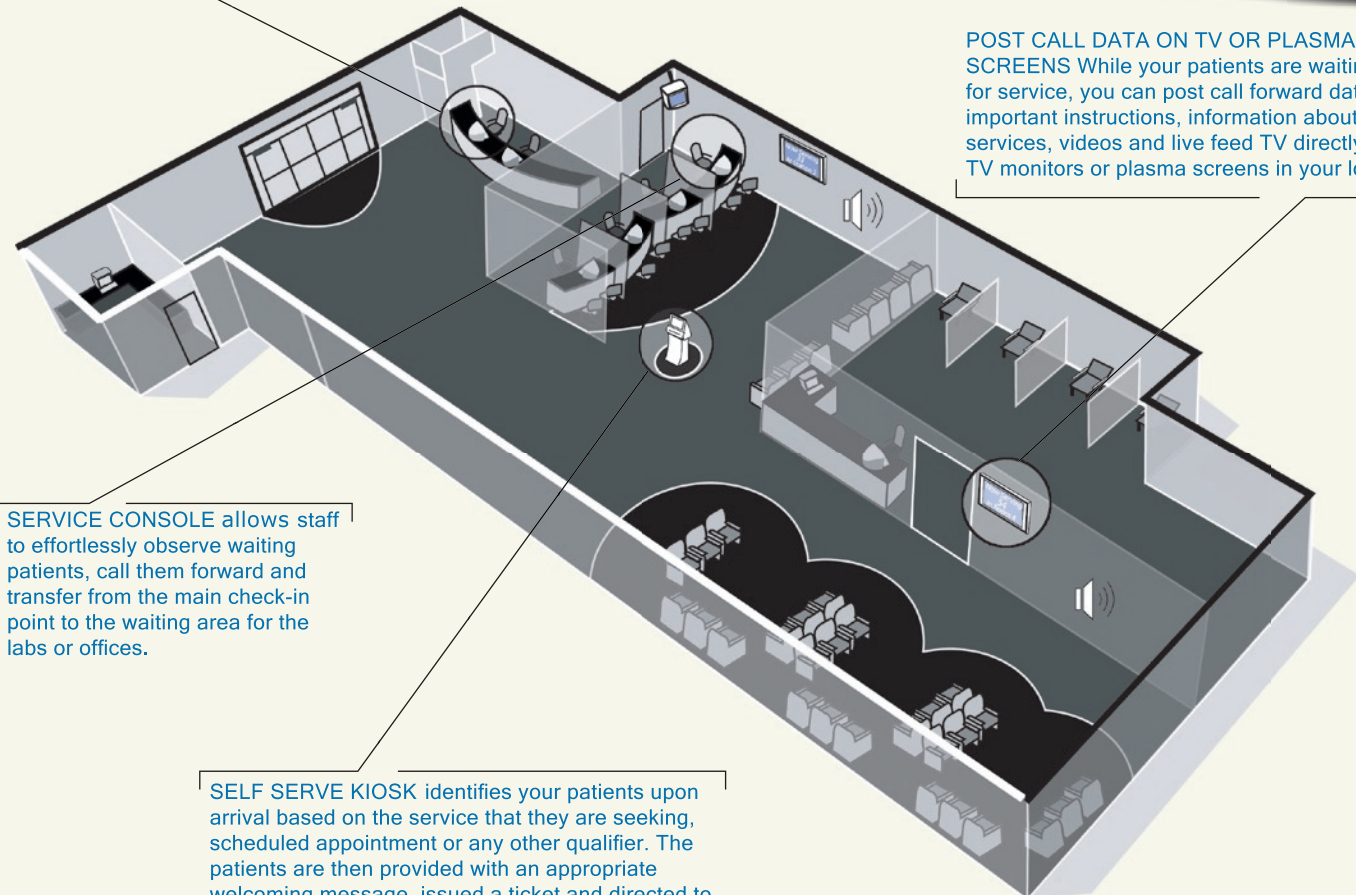
YOUR ENTIRE ENTERPRISE ON A SINGLE SERVER

ACF Technologies can support a distributed network of campuses, registration areas, WIC office, clinics, pharmacies and vital stats, all accessible through a standard MS internet browser. This allows you to install, manage and support your entire enterprise centrally through a single, secure (SSL supported) and easy-to-update user interface.

RECEPTION CONSOLE enables receptionists to schedule appointments, identify arriving patients, attend to walk-ins and monitor no-shows. Integration with any 3rd party calendar software makes for a seamless solution.



POST CALL DATA ON TV OR PLASMA SCREENS While your patients are waiting for service, you can post call forward data, important instructions, information about your services, videos and live feed TV directly on TV monitors or plasma screens in your lobby.



SERVICE CONSOLE allows staff to effortlessly observe waiting patients, call them forward and transfer from the main check-in point to the waiting area for the labs or offices.

SELF SERVE KIOSK identifies your patients upon arrival based on the service that they are seeking, scheduled appointment or any other qualifier. The patients are then provided with an appropriate welcoming message, issued a ticket and directed to the patient waiting area.



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