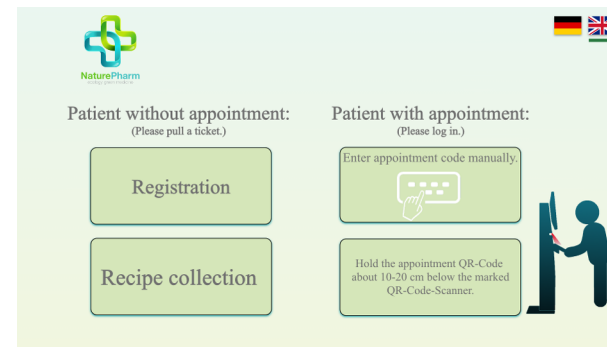


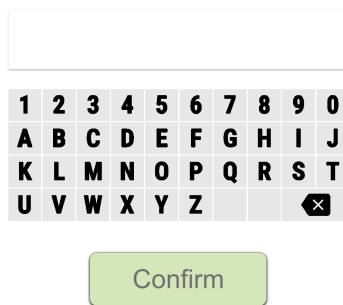
flowchart hospitals

Appointments can be booked via the web appointment page, by telephone or on site.



Terminal for patients with or without appointment

Booked appointments



patients with appointment
 Enter the reservation code or scan the QR code (the appointment is then automatically listed on the employees' workstations).

Waiting in the waiting area

first call by the patient admission (reading of the health insurance card and creation of the patient file) -- patient admission now forwards to the specialist department

Forwarding to specialist department
 Waiting in the waiting area (e.g. this may be on a different floor for the specialist department. In some cases, patients are guided through the hospital by a colour coding system).

Call in the respective rooms from the specialist departments

If necessary, the departments then return to the patient admission to make a new appointment, if necessary, or forward the ticket to another department, the patient would then be sent back to a waiting area and a new call is made, still with the same ticket.

At the end of processing, a ticket is closed. This can also be done if, for example, patients do not appear after the call.

patients without appointment

Pull ticket for central emergency room

Waiting in the waiting area

For example, a ticket could be parked here because a patient has forgotten their health insurance card in the car. This means that the patients can be called up again via the same ticket.
 First call by ZNA (reading of card, creation of patient file and triaging (prioritisation of patients))

Direct ticket/patient forwarding to treatment room

If necessary, renewed referral to further referral or inpatient admission.

Waiting in the waiting area

Call in the rooms of the departments

If necessary, forwarding to other areas or to patient admission, etc.
 Waiting in the waiting area

If necessary, call up the ticket forwarding again in other departments or the patient admission.

At the end of processing, a ticket is closed. This can also be done if, for example, patients do not appear after the call.

Pull ticket for specialist area (example: ENT)

Waiting in the waiting area

In addition, the central units such as the ZNA and ZPA usually have a table printer. Thus, the staff members are always able to create a ticket from the workplace and hand it out to the patients, for those patients who do not know how to use the terminal or overlook it.

For example, a ticket could be parked here because a patient has forgotten their health insurance card in the car. This means that the patients can be called up again via the same ticket.
 First call by central patient admission (reading of card, creation of patient file and triaging (prioritisation of patients))

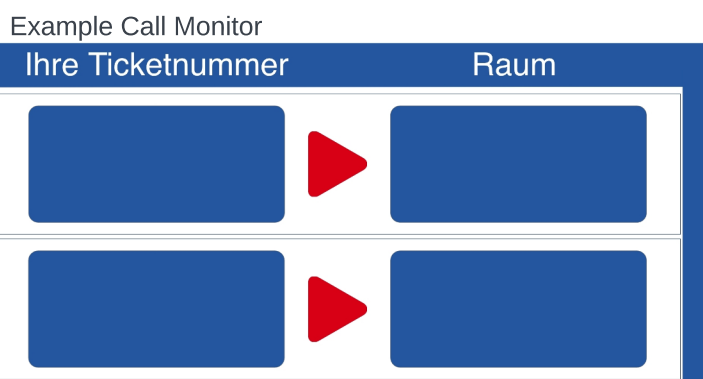
Waiting in the waiting area

Call in the rooms of the departments

If necessary, forwarding to other areas or to patient admission, etc.
 Waiting in the waiting area

If necessary, call up the ticket forwarding again in other departments or the patient admission.

Example view of an employee desk. Functionality of a ticket creation is from the desk.



Herzlich Willkommen in der Anlaufpraxis.