

STORYBOARD

HOSPITAL QUEUE MANAGEMENT:

Pain Points:

- Lengthy manual registration procedure.
- Wait time unpredictability and a lack of transparency.
- Many times, patients are unaware of how long they would have to wait.
- Uncomfortably crowded waiting rooms.
- Uncertainty over calls and turn sequence.

Solutions:

- Patients can rapidly generate a digital token with minimum information using a mobile app.
- Patients can better plan their wait times and experience less anxiety when token status is tracked in real time.
- SMS notifications or remote alerts increase comfort.
- Patients are guaranteed not to miss their turn thanks to app warnings and clear indications
- Digital tokens offer useful information to improve scheduling and staffing.



