Foot-Print

Premise:

As a receptionist using footfall, the process seems unnecessarily complicated. With loading screen and buffers between clicks. The main issue being the constant interruptions from the phone ringing or other more pressing tasks, the stop start approach makes it take much longer than it should.
Sometimes the right way is the most simple, even when it can feel like a step backwards.

Concept:

Foot-Prints is a program which logs into footfall and acts as a receptionist. It can reply to, compile and process the information pts have sent to us. It's purpose is to organise and deal with this information in the most efficient way possible, helping receptionists manage their workloads.

For the time being, Foot-prints will tackle prescriptions only. Automatically replying to pts and presenting all prescriptions in an interactive app. Which in turn tracks the response of the receptionist, done or error (with different error types). Error types such as "requested too early" can be made to reappear again at a chosen time. The interactive app also has a print option which allows receptionists to deal with the scripts by hand. Which as you will see later, decreases time spent per script request drastically.

However, as I'm sure you can imagine, it's potential is much greater. For example, I believe the next step would be to create an automated process that reads through all footfall requests, hunting for key-words and using machine learning to pick up on high risk/ urgent queries so that it can make the reception team aware.

Application 1) Prescriptions:

So far I have only done research into the application of printing prescriptions. This is the most common task and even though the time per script may be low compared to other tasks, the demand is greater than that of any other task. My findings were encouraging.
After averaging time taken from paper prescriptions, I arrived at 29s per request (from 200 prescriptions). Whilst averaging around 1min29s (from 20 prescriptions) for prescriptions done through foot-fall, this is more than 4 times longer than its paper counterpart!