The implementation of PatientWay Kiosks at St. Joseph’s Health Centre, Toronto, Ontario, is part of the hospital’s migration away from antiquated embossed cards to a state-of-the-art electronic system that includes automatically printed label and forms system. SJHC is running PatientWay’s Kiosk software that integrates seamlessly with its MEDITECH MAGIC 5.61 system.

The initial installation is in the St. Joe’s Ambulatory Care Center, which sees on average 700 patients every day. During the peak clinical hours of 10am to 2pm, lines of ten people were common. This meant that patients often had to wait ten minutes or more to see a registration clerk.

Each of the thirteen different clinical destinations are able to determine which types of print out they wish to give their patients. At the end of the check-in process, maps can be printed if a patient requires. The St. Joe’s Kiosks come equipped with HP-n601 printers with three additional trays. The printer houses four different types of paper; plain paper for printing maps and instructions, labels for clinical use, wristbands with labels, and three part carbon less paper for clinical use and lab requisitions. The integrated printer is capable of printing more sophisticated labels and barcodes, which replace the old style embossed cards.

The kiosk supports the following patient types:

I. Scheduled Clinical
II. Scheduled Recurring
III. Scheduled Surgical Day Care
IV. Registered Recurring Visits

"It is so easy to use the upload function and make immediate changes myself!"

Greg Zaffarano
Operations Coordinator
St Joe’s Health Centre
When a patient walks up to a kiosk and swipes their Ontario health card, the software first verifies the patient's insurance and sends the patient to registration staff if there is any issue. Assuming there is not, the kiosk then proceeds with the patient check-in.

In accordance with new hospital policy, the kiosk collects patient consent and emails along with pertinent patient details such as emergency contact and next of kin information. To simplify the process, the software offers smart options to duplicate the patient's address in the emergency contact information and next of kin fields if applicable.

The software pre-populates the Ontario Residence code field based on the patient's address. Patient's are able to complete full demographic updates, except where SJHC has decided that changes require verification from registration staff. Language, relation, and religion lists are pulled from the MEDITECH dictionary. Hospital Infection Control staff have the ability to immediately identify high-risk patients through quick infection control questions. PatientWay’s software includes support for multiple appointment check-ins and, new adaptations to the software’s back-end has simplified the customization of button styles, logos and other hospital specific information for the benefit of visually impaired patients.

Hospital staff were particularly pleased about the ability to easily change print options, patient instructions and other features by simply uploading a new decision table. The decision tables are managed in MS Excel and are easily edited even by individuals with no previous Excel experience. Kiosk exit screens now include maps, instructions, and photographs for easy navigation through the hospital to the patient's desired clinical location.

Given the easy and intuitive use of PatientWay’s kiosks for patients and staff, the hospital now has over 85% of patients at these clinics using the PatientWay Kiosks.