



The Actimax Guide to Patient Partner



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OVERVIEW

NOW PATIENTS CAN BOOK AN APPOINTMENT AT YOUR SURGERY – WITHOUT THE FRUSTRATION AND STRESS.

What is the number one cause of stress? Is it the lack of feeling in control? It is something we have all experienced, perhaps when we are stuck in a traffic jam on the way to an important meeting. Most patients experience it when they want to book an appointment with their Doctor. First of all they can only phone in to book their appointment during surgery opening hours, then during these times the phone is often engaged. Finally, when they do manage to speak to a receptionist, often there are no suitable appointments left.

The concept of fining patients who fail to cancel an unwanted appointment seems like a reasonable idea, until you have to go through the process of cancelling an appointment yourself. Most patients will find that when such circumstances arise and they call the surgery to cancel a previously booked appointment, that their calls are either left unanswered, or the lines are permanently engaged.

Patient Partner allows patients to call and book, cancel or rearrange their appointments at a time that suits them

24 HOUR SOCIETY

Patient Partner offers your patients a low cost, easy to use and practical alternative to cope with patient demand. Instead of calling the surgery to speak to the receptionist at busy times, Patient Partner allows your patients to call in at any time, night or day to book the next available appointment, cancel an existing appointment or simply check the time and date of any outstanding appointments. The whole process is designed to be easy to use and helpful for people who work shifts, or who are restricted during their working day.

WHAT DOES PATIENT PARTNER DO TO HELP

Organise their own appointments. All a patient needs to book, cancel or check their appointment is their contact telephone number and their date of birth. They can then call their surgery from a touch-tone phone at any time, night and day.

Improve patient access. Patient Partner is designed to improve patient access. It means that your patients are no longer limited to when they can telephone the surgery. They can now access the Patient Partner system to book, cancel or check appointments at any time they wish.

Reminders. Depending on your patient access system, you also have the option of sending a text message to patients to confirm the time of their appointment and/or to remind them of the appointment 24 hours beforehand.

Aside from the obvious advantages of using Patient Partner, patients will also experience additional benefits. The system gives them an element of choice, so if they get an appointment that suits them, they are more likely to turn up. In addition, reception staff can spend longer talking to patients that need a personal approach, as Patient Partner will free up their time to do so.

Waiting times are reduced by reducing the number of cancellations

NOW YOUR RECEPTION CAN BE OPEN TO BOOK APPOINTMENTS AROUND THE CLOCK – WITHOUT STAFF

Whether your practice is involved in the new GMS contract or not, patient care is becoming ever more important in the eyes of your local Primary Care Trust. At the same time, it makes sense to look at ways of making the most of your existing staff and resources. Patient Partner is compatible with Vision and FrontDesk. {FrontDesk is supplied to EMIS and iSOFT (Torex) users.} Patient Partner allows patients to book, cancel and check appointments for themselves without any involvement from your staff. This means that your staff can be redeployed to train on other areas, or can spend more time helping patients who still wish to book their appointments by speaking to a 'real person'. It would be naive to expect that all patients will want to book their appointments using Patient Partner, but it will suit 30% to 50% of patients who will value the freedom and choice that it offers.

WHY WOULD YOU SWITCH?

Choice. Patient Partner allows you to offer a better service to your patients. In an age where perceived choice is so important, to be able to offer the patient more choice at their first point of contact with your surgery is crucial – not just in the timing of their appointment, but in how they book it and when.

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Less stressed staff. Because many of the appointment bookings are done automatically staff will have less calls from frustrated members of the public. In turn this leads to greater job satisfaction and higher staff retention levels. Staff can be trained in additional activities such as phlebotomy, which can lead to career progression.

Reducing DNAs (Did Not Attend). By making it easier for patients to cancel unwanted appointments and book appointments at a time that suits them, the number of DNAs will be reduced at your surgery.

Extra points / income from flu jabs etc. You can send out reminders via text message and/or change the auto-attendant greetings that the patients hear when they telephone your surgery, to remind patients to book appointments for flu jabs etc.

As well as helping your patients to book, cancel, confirm, rearrange and remind themselves of their appointments, Patient Partner also includes free voicemail and auto-attendant for your surgery.

Most GPs and patients suffer from patients failing to turn up for appointments. Patient Partner makes it easier for patients to book appointments that suit them, and cancel appointments when they are no longer needed - thus freeing up their slot for other patients.

PROMOTING PATIENT PARTNER

To reap the optimum benefits from Patient Partner, one of the most vital ingredients is promoting the system to your patients. To help achieve this, an implementation guide and promotional pack are provided with your Patient Partner system. As well as ensuring the system does everything your surgery wishes, it also needs to be 'user friendly' and readily accessible to your patients.

The 'Patient Partner Promotion Pack' contains posters that you can put up around your reception area informing your patients that they can telephone the surgery around the clock to book, check and cancel their own appointments. The pack also includes leaflets, which can be given out to patients. The leaflet contains very clear information such as, a guide to what Patient Partner can do for them, what information they need to use it and how to use it.

PATIENT PARTNER – SAVING YOU TIME

Of course, not all your patients will wish to use the automated facility that Patient Partner offers. Some may prefer the personal touch of a real person. Every patient still has this option during the day, but it gives the rest of your patients more choice. Even if only 50% of your patients use Patient Partner, it will free up a considerable amount of time for your practice. It's also worth pointing out that Patient Partner has been carefully designed to be simple to operate for patients of all ages.

Patient Partner frees up time to allow doctors to spend more time with the patient

ABOUT ACTIMAX

We are a National supplier of IT and Telecoms Infrastructure. We aim to help improve our clients business processes by implementing change, which improves service levels and efficiency while reducing cost.

How we do it

Our strategy for providing solutions for our customers is split into two components. The first of these is infrastructure and we provide Mitel and Alcatel telephony solutions together with Alcatel Data Switches, WiFi Solutions and Cisco routers, to provide a complete infrastructure for our clients.

This infrastructure is then connected to the network by a variety of methods including, ISDN, SIP Trunks and Wide Area Network connections. We also provide as part of our infrastructure offering, Call Recording and Mobile Telephony.

Actimax are able to provide an end-to-end offering for any customer infrastructure requirements.

The second component of our product solution is providing elements of the solution, which we would regard as value added services. These would include Collaboration and Unified Communications, Video Conferencing and Managed Services such as Least Cost Routing, Maintenance, Fraud Detection and various hosted services to provide the customer with value added services to enable them to manage their business on an ongoing business.

Our History

Actimax have won a large number of awards for technical innovation. In 2009 we were awarded the contract for Salvation Army to deploy a voice infrastructure for their business. This followed successes in 2008 with being awarded the contract to be the supplier for the telephone system for the Wimbledon Championships and five Royal Palaces in 2006, including Hampton Court, Tower of London and Kensington Palace.

We have a large number of high profile customers including The Church of England, The Delfont Mackintosh Theatre chain, The National Union of Teachers and The Restaurant Group.

We are Mitel Premier Resellers and direct Alcatel Voice and Data Partners.

We aim to achieve excellence in the solutions we provide and also in our technical accreditations and customer support. We believe this is paramount in looking after our customers.

We have very high staff retention, with around two thirds of our staff having been with the business for more than 5 of our 12 years.