



## Solutions for improved patient flow and waiting times Healthcare Sector

TensatorVirtual Assistant • eQ™ Virtual Queue Management Solutions  
Self Service Machines • Tensabarrier® • eQ™ Single Line Queuing Call Forward Systems  
In-Queue Merchandising

## Tensator Leading the Patient Journey

Understanding the pressure for improved patient flow and operational efficiencies as well as enhanced patient experiences; Tensator delivers a diverse range of revenue and margin enhancements, labour savings and customer experience solutions.

The patient journey can often begin from the patient's home, car, work or anywhere that they are on the go. It can be planned well in advance or spontaneous. It is the experience of this 'journey' in its entirety, from intent through arrival and appointment or transaction completion to departure, which keeps the patient engaged and perpetuates loyalty as well as patient satisfaction.

Tensator's patient journey solutions for the healthcare sector are proven to:

- Speed customer throughput by 25%
- Minimise patient waiting times and reduce frustrations
- Improve productivity and operational efficiencies
- Increase satisfaction levels and improve patient retention rates
- Improve productivity

### An inviting and welcoming experience

Eliminate frustration and confusion upon arrival and improve patient flow and way-finding to ensure you provide a more relaxed and enjoyable patient experience. Tensator's Virtual Assistant is an eye-catching and friendly tool that can easily be used to meet and inform patients and visitors, reinforce important messages, maintain high levels of care and hygiene, and provide details of service improvements.

- Eliminate frustration and confusion
- Improve patient flow and way-finding
- Improve hygiene and infection control
- Highlight important messages, features and processes
- Enhance patient and visitor satisfaction



### Allow patients to take a ticket, book appointments, check-in and wait in a relaxed environment

A speedy service and a relaxed environment both contribute to patient satisfaction, and with virtual queue management solutions these can easily be achieved. Virtual queue management solutions allow you to control queues in real time, streamline patient flow and view advanced reports – all delivering huge improvements in patient and staff satisfaction.

- Create a relaxed waiting environment
- Improve service levels
- Streamline patient flow
- Match the correct member of staff to patient requirements
- Shorter perceived waiting times
- Match resources to demand and improve operational efficiencies



## Improve operational efficiencies by empowering patients to perform simple transactions

Tasks or transactions such as paying bills, checking in and printing out medical information can be carried out directly by the patient – delivering improved service levels, increased patient satisfaction and operational efficiencies.

- Improve service levels
- Increase patient satisfaction
- Improve operational efficiencies



## Provide a clear & visible waiting line

Provide a visible order to the waiting line and help reduce patient uncertainty as to where to queue, with Tensabarrier® retractable webbing posts. Combine with a simple and effective call forward solution to reduce patient and employee anxiety and improve operational efficiencies.

- Increase queue flow with organised queues
- Optimise available space with versatile barrier solutions for on/off peak times
- Speed queue flow and improve service times by 30% when combined with a Tensator call forward solution



## Increase patient impulse purchases by up to 400%

Install an In-Queue Merchandising point-of-purchase system within your pharmacy, on-site shop or café to capture last minute impulse purchase revenues from waiting patients and provide a clear queuing environment.

With hundreds of patients passing through your till points every day, promoting impulse purchase products that can help to prevent the spread of germs will provide practical protection on the go to customers and employees, and in turn drive profitable sales.

- Increase margins by up to 25% by using seasonal or topical impulse purchase items in the queue
- Aid customer guidance and create space division of clear queuing systems
- Specifically engineered to take up no more floor space than a conventional Tensabarrier® system; In-Queue Merchandising is the perfect alternative in queue management solution





# Testimonials

Here's what our clients say

*"The Tensator Virtual Assistant is a novel way to improve messaging and communications to patients, assisting their access to the hospital. It is an innovative way to convey key messages and it complements our reception team, signage and way-finding as part of the whole new development."*

The Robert Jones and Agnes Hunt   
Orthopaedic Hospital  
NHS Foundation Trust

Wendy Farrington Chad, Chief Executive,  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust

*"The Tensator Virtual Assistant "LinDa" provides information on important things, such as how patients can give feedback as part of our strong patient experience commitment here at the hospital, and how we can all help prevent infections by cleaning our hands at the right times, part of our hand hygiene campaign. We will be monitoring the impact LinDa has had and we aim to use this low maintenance-high impact piece of equipment for years to come, including updating its messages to suit our population's needs."*

 Infection Prevention  
Society

Clare Kilpatrick of the Infection Prevention Society,  
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