

Revolutionary new system to cut queuing times for Western Health patients



The Customer

Western Health is the major health service provider in Melbourne's west with a catchment population of approximately 775,000 people. The group consists of four acute public hospitals, a transitional care facility and drug and alcohol services. It employs over 5,000 staff and operates an annual budget of over \$550M.

Services are provided to the western region of Melbourne which has a population of approximately 800,000 people. Western Health provides a variety of services; ranging from acute tertiary services in emergency medicine, intensive care, medical and surgical services, through to subacute care and specialist ambulatory clinics.

The Challenge

- A solution to free up crowded reception areas and waiting rooms

- A Queue Management system that would improve patient access to outpatient services (OPS)
- Streamlining the patient arrival and check-in process
- Improve the quality of service delivered by operational staff

The Solution

Installation of the system has commenced and follows Jayex Australia being awarded the Queue Management System tender by Western Health in late May. This success comes just two months after Jayex Australia's affiliate winning the largest contract to date in that country to implement a patient-flow management system for [The Imperial College Healthcare NHS Trust \(ICHT\)](#).

Jayex Australia will work initially at the outpatient's department of [The Sunshine Hospital](#), integrating with the hospital PAS (patient administration system) and installing seven [check-in kiosks](#), including ticketing functionality, and eight media screens that can be controlled by hospital staff and used to convey messages to patients waiting for appointments, as well as providing a call functionality to direct patients to their consultation when required.

! "Our technology is extremely robust and has been accepted widely across thousands of Hospital and GP clinic sites in the UK. It is a 'first' for Australia and Victoria and will 'come to life' over the coming months"

Conclusion

The [Enlighten 4 software](#) that drives Jayex Australia systems interacts with patients from the moment they present at Hospitals and Clinics for medical services and in turn provides immediate and ongoing operational savings. It also provides 51 language choices.

[Western Health](#) patients can look forward to shorter queuing times and enhanced patient services with the installation of one of the world's leading patient flow management systems by [Jayex Australia](#).