



Products and Services
The Benefits Matrix



1 Solsgirth Gardens, Glasgow G66 3XA
T: +44 (0) 844 414 2896 E: info@welltime.co.uk

welltime.co.uk

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Empowering People Through Technology

Welltime Ltd are an internationally recognised software development company who provide a suite of online, telephony and receptionist tools to clients worldwide.

Our products provide a number of real benefits not only to Health Sector professionals, but to practice staff, the practice as a whole, and most importantly, patients.

All of our products are designed to improve communication between practices and their patients, bringing people together through technology.

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Appointmentmentor.com
Online Booking System

An easy to use website that allows patients to book, cancel and rearrange their appointments online. The system is encrypted, secure, and validates the identity of the patient before they can make any changes. It can be integrated with any existing systems in the practice and once installed, works in the background and is “invisible” to practice staff, so will not hinder their routine. The system is fully controlled by the practice, who choose which appointments to make available online, which patients have access to make bookings, how much to charge and the ability to set up an advance payment option.

The practice can start and stop the operation of this system with a click of the button.

BENEFITS		
Practice	Practice Staff	Patients
<ul style="list-style-type: none"> • Increase in patients registrations and bookings leads to increase in business. • Increase visibility and geographical range by marketing and pitching your practice to a larger audience over the internet and becoming accessible 24/7. Option for visitors to book immediately online increases revenue. • Online Booking System can also work from your surgery’s website. • Get more patients without ringing phones: no lost business due to busy phone lines. • Practice Profile adds another channel to encourage more patient bookings along with existing ones. Online Practice Profile is also forward looking and innovative. • Build better relationships with the customers as they don’t have to incur busy phone lines or long waiting times, and neither they or your practice will incur any phone charges as everything is web based. • Ability to conduct Online Surveys and capture patient satisfaction with the services provided by the practice, which also helps with customer retention. • Compliance with legislation (fair access to all, including disabled patients). • Business intelligence - finding patterns, discovering demand and unmet needs. Improved audit trail of service - automatic logging of all appointments booked, cancelled or changed, means no longer having to manually record details. • Online revolution is happening now: the online booking system will bring a practice in line with the changes in society and current times. • System provides an option for automatic mechanism to receive advanced payment, as well as charges for missed or late cancellation appointments. • Corporate Groups can enable any practice booking, which will allow patients to book across any of your group of practices. 	<ul style="list-style-type: none"> • Improved services and resources allocation: less telephone calls ensure reception staff can pay more attention to walk-ins, as well as emergency patients in the practice. • Less stress (no longer having to deal with angry patients who are unable to get an appointment). • Online system facilitates appointment management and helps in work load sharing. 	<ul style="list-style-type: none"> • 24/7 accessibility: any time, any place, any where (using computer, phone, mobile or PDA/smart phones) • Convenience of interaction: multilingual interface allows people from different backgrounds to access health care. • Empowerment for patients who can choose appointments to suit their lifestyle, and select from a larger pool of available appointments. • Easy group/family appointment bookings - system automatically finds out when a number of adjacent appointments are available in the practice calendar for multiple family members. • Find earliest appointment across the group of practices within a multi practice corporate group or chain of practices. • Practice seeking feedback through questionnaire makes patients feel their voice is being heard and their concerns are being addressed.

Audio Diary

(Automated Phone Booking System)

A phone based automated system that allows patients to call in to a number which validates the patient's identity by requesting a PIN number, and provides them with the ability to book, cancel or re-arrange their appointments. Patients can use this service as a personal (audio) diary where they can call in to find out when their next appointment is scheduled.

BENEFITS		
Practice	Practice Staff	Patients
<ul style="list-style-type: none"> Allows patients to manage their appointments by calling an 0800 number through an automated voice system. The system is secure and validates the caller identity. It is operational 24/7, even when the surgery is closed overnight or at weekends. Patients can call this system as many times as they like to find out when their next appointment is scheduled, which is important as with the UK's aging population, people are more likely to forget appointments. A cost effective system which runs parallel to your existing booking system and opens a new channel for appointment management. Avoids loss in business due to the practice's phone being busy: as patients can call a separate number for bookings, this system does not engage the practice's own phone lines. Automated voice system is available in multiple languages. This allows compliance with the accessibility legislation, and expands the customer base for the practice as ethnic community customers can book appointments without requiring interpreters. 	<ul style="list-style-type: none"> Removes some pressure from surgery staff as appointment booking is done through an automated system. Less stress (no longer having to deal with angry patients who are unable to get an appointment). Allows staff to assist and cater for emergency patients, as well as provide improved service to those patients in the practice. 	<ul style="list-style-type: none"> 24/7 booking capability. No longer required to speak with receptionist A standardised communication with same accent and style of speaking on every call, as well as standard options for each interaction between practice and patient (e.g. press 1 to book, press 2 to cancel), compared to variations the patient may encounter with different surgery staff responding to phones. Provides an easy way of booking appointments to patients who may not have Internet access or the ability to complete online bookings. Don't have to wait for the surgery phones to be free. Multi-lingual feature allows people from different backgrounds, especially those whose first language is not English, to be able to book appointments directly without the need for an interpreter.

Reminderer

Reminderer is an automated system that calls the patient on their phone or mobile and reminds them of their upcoming appointment. The system validates the patient's identity through a PIN number, delivers the reminder message and requests a confirmation of their intention of attending (or not attending) the appointment.

BENEFITS		
Practice	Practice Staff	Patients
<ul style="list-style-type: none"> Voice reminder to patient about their appointment booking on their mobile or landline. Patient has the option to confirm, rearrange or cancel their appointment on the same call. If the patient cancels or rearranges the appointment, the information is updated in surgery's books in real time. Avoids loss of business due to missed appointments. Effective appointment management filters out the missed and cancelled appointments and ensures more slots are made available for other patients. Appreciation from patients that their surgery is proactively taking care of them, therefore assisting with patient retention and the growth of the business. 	<ul style="list-style-type: none"> Surgery staff do not have to call patients manually to remind them of their appointments. When a patient wants to rearrange an appointment, the system automatically fills the slots for them without requiring assistance from surgery staff, giving surgery staff more time to take care of other work. 	<ul style="list-style-type: none"> A definitive reminder before the appointment. Option of rearranging or cancelling appointments on the same call. Realisation to patients that their surgery is proactively taking care of them. With the automated filtration of cancelled appointments in real time, more empty slots are available for emergency patients to book appointments. Reminder phone calls are available in multiple languages.

Re-Allocator

This system automatically calls patients on the waiting list and offers them the recently-cancelled appointments. It validates the identification of patient through a PIN number and allows patients to opt-out of any future calls. It is controlled by the practice who can choose when to engage it.

BENEFITS		
Practice	Practice Staff	Patients
<ul style="list-style-type: none"> Automatically allocates empty slots in the practice calendar, earning more money for the practice. Better resource utilisation for the practice. 	<ul style="list-style-type: none"> Staff don't have to call patients while trying to find a suitable alternative patient who can take an empty slot as the automatic system does this for them. 	<ul style="list-style-type: none"> The ability to be seen earlier and receive treatment earlier means less pain or discomfort, as well as better chances of a full recovery. This also means lesser management is required from health care provider and less expensive treatment overall. Multi-lingual communication

Doc-Messenger

If a clinician falls ill or has to attend a conference, this system can automatically call all of the patients registered for appointments on a specific day or session, inform them that the scheduled appointment cannot take place and offer the option to either book an appointment automatically through connecting to the Audio Diary module (as described on page 4) or provide the patients with the practice number or website address.

BENEFITS		
Practice	Practice Staff	Patients
<ul style="list-style-type: none"> Provides some flexibility to clinicians, for example, in case they want to attend a conference or seminar as part of their Continued Professional Development (CPD). This system can inform all patients about their cancellation and allow them to rearrange their appointments. More efficient service is provided to customers as they can find out about the unavailability in advance, rather than arriving at the practice to find out at the last minute. 	<ul style="list-style-type: none"> Saves hassle, time and effort: practice staff aren't required to call patients individually to cancel or rearrange appointments for the day on which the clinician is not available. 	<ul style="list-style-type: none"> Can save a wasted trip to the practice, as well as time and money. Ability to automatically find and book another suitable appointment through the same phone call. Saves money as the call is not charged to the patient. Multi-lingual communication

Txtr

Texter application (Txtr) sends text messages (e.g. recall or appointment reminders) to the mobile phones of patients, with a delivery report then sent to the practice.

BENEFITS		
Practice	Practice Staff	Patients
<ul style="list-style-type: none"> Cost effective way of sending recall messages or appointment reminders directly to the patient. Other customised messages, such as birthday, Christmas greetings or online booking activation numbers can also be sent this way rather than by mail shot. Forming an association between the surgery and patients by giving an excellent care service. 	<ul style="list-style-type: none"> Helps to save time in manually printing the recall, reminder or the online booking activation number letters and then posting or handing them to the patients. Time saved for the surgery staff can be reallocated to more urgent tasks and looking after the emergency patients. 	<ul style="list-style-type: none"> Easy to receive the recall, appointment reminders or online booking activation number as a text message on the mobile. Information remains stored in the phone inbox. Patient feels that the surgery cares for him/her in terms of birthday messages and Christmas greetings etc.

wellChat

wellChat allows patients to click a button when they are on the practice's website and ask questions by typing them into a text box. On the practice computer, a popup window will appear to alert that a patient is requesting more information: practice staff can then respond to the queries in real time.

BENEFITS		
Practice	Practice Staff	Patients
<ul style="list-style-type: none"> Open a new channel for your patients to interact with you for booking, rearranging their appointments or to ask any general queries. Add value to the existing methods of booking and increase the patient booking without the issue of the busy phone lines Increase the profile of your surgery as you are offering new easy to use innovative way to help your patients to interact with your surgery 	<ul style="list-style-type: none"> Surgery staff do not have to sit on the phone whole day, as they can handle multiple queries at one time. Practice staff are more productive. 	<ul style="list-style-type: none"> Don't have to wait for the busy phone lines. Patients feel that their surgery is providing brilliant services for their convenience.

Website Design and Development

At Welltime we develop professional and attractive websites which make your business stand out among your competitors – all at an affordable price. Whether you require a static two page website or a dynamic website which supports live data, we provide a number of solutions including Search Engine Optimisation (SEO) to give your website more visibility in various search engines. We can also add google maps, blogs, surveys etc. to make your website more effective and engaging for your customers.

Patient Self Check-in Kiosk

Patient self check-in system allows patients to inform the practice of their arrival by using a touch screen automatic system. The system authenticates the patient based on their date of birth and a PIN number. It also allows patients to book an appointment in case the receptionist is unavailable, as well as display their name and room number when the clinician is ready to see them.

Re-ImburseMentor

At times dealing with the NHS or insurance companies can be time consuming and cumbersome, especially for rejected claims or partial payments due to adjustment.

In a lot of cases, the money may remain stuck in the payer's pipeline for months or even years, and if clinicians who completed the treatments leave or move on, such as locums, that money may never be recovered by the practice!

Re-Imbursement system from Welltime makes the follow up and reclaim process simpler, faster and more efficient using their latest Information Technology innovations. This solution is expected to launch in the first quarter of 2010.

For further information on our products and services please contact:

Mubbasher Khanzada (CEO) T: 07950 383 749 E: mubbasher@welltime.co.uk

Ahmed Zubair (COO) T: 07883 075 733 E: ahmed.zubair@welltime.co.uk

General Contact T: 0844 414 2896 E: Info@welltime.co.uk