

Frequently Asked Questions

Vecna Technologies, Inc. is an experienced complex solution integrator with a strong history of building innovative kiosk solutions for our healthcare customers. Vecna Technologies aligns kiosk technology with end user needs, while ensuring that clinical stakeholders stay connected at each critical point of patient interaction. We build trusted partnerships through our in-depth understanding of the impact that technology plays against operational, financial and workflow objectives within a healthcare environment, including:

- Improving the patient experience
- Supporting productivity per Full Time Employee (FTE) to lower expenses
- Lowering overall Length of Stay (LOS) through workflow improvement
- Lowering FTEs per patient
- Increasing net patient revenues per FTE
- Reduced Account Receivable

1 What does the kiosk system do?

Vecna's patient self-service kiosks enable patients to check-in for their appointments on their own, via a secure and easy-to-use patient-facing kiosk appliance. In addition, the kiosk application includes a staff portal that allows staff to monitor patient check-ins, quickly survey any outstanding registration tasks required for patient check-in, and run operational efficiency reports.

Vecna works closely with partner hospitals to build patient-facing workflows that satisfy your institution's unique requirements for patient check-in. There are a variety of modules you can choose, including, but not limited to modules such as: Check-in, Co-Pay / Balance Due, Pre-registration, Insurance Verification, Document Scanning, Way Finding, Forms, Surveys, Vitals Capture, Pharmacy, and Education. At Vecna, we understand that each client is unique and we will work with clients to create a new work flow or adapt an existing work flow to fit the need of each site. Based upon your defined workflow, Vecna will add additional hardware components to the kiosk appliance, such as scanners for insurance cards, credit cards, and referral letters; biometric scanners for positive patient identification; printers; signature pads; wireless internet bridges, and more.

The kiosk system has been proven to benefit hospitals and health care organizations by reducing staff costs, increasing staff and patient satisfaction, and pinpointing areas of operational inefficiency.

2 Will the kiosk system work with my EMR?

Vecna has a 100% proven success rate integrating with hospital IT systems. We understand that hospitals have a blend of IT systems, and we design the kiosk application to maximize system interoperability within your unique ecosystem of IT applications. Vecna works with all major EMRs, including MEDITECH, Cerner, GE, Epic, Siemens, Allscripts, and McKesson. Vecna developed the IDEATM engine (Integrated Data Exchange Agent), a proprietary toolkit used to swiftly retrieve and update data in legacy systems using mechanisms such as X12, XML, HL7, User Interface-level and other direct data exchange modes. We continually invest in R&D to expand our integration capabilities.

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How does Vecna approach Patient Data security?

Vecna approaches security from each potential safety point: Device, Network, and Data Security.

Device: The kiosk is a secure, thin client technology, and no data patient data is stored within the device. Vecna is unique among kiosk manufacturers in equipping every kiosk screen with a privacy filter as part of the manufacturing process. The shield dramatically reduces the field of view of the display. The kiosks can also be installed with proximity sensors that will end a kiosk session when a patient steps away. Receipt printouts from the kiosk contain no patient information.

Network: A kiosk will not operate if removed from the network to which it was configured. Users cannot switch away from the application and can only follow links that are on the screen.

Data Security: Patient data will only be shown to a uniquely identified user, and patients must authenticate according to rules determined by client sites. Screens are configured to timeout when inactive.

The Vecna kiosk system was developed for use by military health systems, and the strict security protocols these systems require. Vecna has and continues to successfully pass numerous intensive security audits.

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Will older patient populations feel comfortable using a kiosk?

Actually, the average age of a Vecna kiosk user is 68 years. When given the choice, patients consistently choose the convenience of a kiosk. Most people are familiar with self-service technology, as kiosks are now used as primary customer service contact points in airports, supermarkets, and banks.

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What is the implementation process?

The key to a successful kiosk implementation is project management. All kiosk implementations start with a project kickoff meeting, where the Vecna project manager will work with department managers to determine workflow requirements, review EMR integration details, and determine kiosk placement. Work flows are created, application code built, and integrations with your EMR system finalized. After you sign off on your QA testing, Vecna will deploy the software and our team of trainers will visit your site to train staff, finalize the hardware deployment, and assist patients during the go live period.

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How long does it take to implement the kiosk?

A kiosk implementation length differs from site to site and depends on certain factors. Typical implementations range from about three months to six months from the kickoff meeting

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What kind of product support does Vecna offer?

The kiosk system can be supported by your own facility, and levels of support and maintenance are also available from Vecna. The kiosk solution comes packaged with a Quality of Service feature, PULSE. To ensure high quality performance and minimize potential service interruption, Vecna can receive an outbound pulse of data (containing no PHI). This data enables Vecna to monitor the application and be notified if there are issues requiring attention. PULSE is a unique way for Vecna to ensure quality of service to hospital staff. Vecna's implementation team is available for on-site trouble-shooting, if required; however, most issue resolutions are accomplished remotely without impacting your daily operations.

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What is the Return on Investment (ROI) from a kiosk?

Vecna's kiosk system has been consistently proven to save hospitals money. In the first year, Return on Investment (ROI) for the basic Vecna kiosk platform is greater than 40%, resulting in an FTE savings of 1.5. The kiosk is all

about cost savings and revenue collection – it helps hospitals and physicians get paid, while streamlining the registration processes. Vecna offers an ROI analysis to interested customers. The ROI analysis is a straightforward process and a collaborative effort with the customer to help produce a business case to support the project.

9 **How do I measure success of the kiosks?**

Results are generally immediate: patients report vastly decreased waits; staffs are required to perform fewer check-in tasks; and registration bottlenecks are reduced, if not eliminated. As a result, management is typically able to reduce costs, save headcount, bring in new or additional revenue, or otherwise enhance business operations. The kiosk administration module comes with a robust reporting engine that provides detailed metrics on the entire patient check-in/check-out experience including wait times, kiosk usage, staff performance, patient satisfaction, revenue collection and other important business measurements.

For example: The System Administrator can run a report on demographics updates over a set period of time. Compare this data to AR returned mail and unpaid balances metrics for the same period. You will find a direct link between kiosk demographics updates and reduced AR and returned mail.

10 **Is similar patient self-service functionality available on a web portal?**

Integrations and work flows developed for the kiosk system can be easily extended to a patient web portal. In fact, health care organizations can realize considerable cost-saving by incorporating a web into their kiosk/patient self-service planning. Web portals enable patients to access key services and functions via the web, which helps to further streamline on-site operations and drive down costs. Services offered through the web portal can include the same functionalities developed for the kiosk, such as: appointment pre-registration, invoicing, payment processing, appointment scheduling, demographics and insurance updating.

11 **Is a kiosk appropriate for a physician practice?**

Yes, a kiosk is appropriate to use in a physician practice. While smaller than a hospital system, a physician office faces the same challenges of patient wait times, insurance verification, bill pay collection, and overworked staff. Vecna can work with a physician's office to integrate with its EMR system to improve work flow and save the practice money.

12 **How do I compare the different kinds of kiosks in the marketplace?**

Many companies offer kiosk systems; however, health care environments offer unique challenges best tackled by a health care kiosk provider. The key to health care kiosks is integration and system interoperability. Vecna's health care-focused kiosk application has a 100% success record integrating with customer IT systems. Vecna has deployed over 600 kiosks- we understand the unique workflow and safety concerns of health care institutions, and ensure that your self-service workflow conforms to your facility's work flow.

