



## QC Kiosk and QC Patient Portal: Perfecting the Patient Experience

Vecna Medical has developed two products with the patient experience in mind. The QC Kiosk™ is a patient self-service kiosk which streamlines the on-site check-in process. The QC Patient Portal is a web-based application that patients may access from a home computer or hand-held device to manage their health and connect with providers.

While both solutions are attractive to hospitals and medical centers because they help reduce cost through improved efficiency, these products also enhance the patient experience by providing personalized, secure, and on-demand service.



### Personalized service through intelligent design

Vecna's QC Kiosk and QC Patient Portal were designed with consideration for patients as people with needs and preferences. The QC Kiosk hardware accommodates those with special needs: the screen tilts down to accommodate patients in wheelchairs, and the headphone jack allows the visually-impaired the choice to check-in via kiosk, as well. The kiosk software presents the patients with information pertinent to their medical history and asks intelligent, intuitive questions based on information stored in the patients' electronic medical records (EMRs). Through the QC Patient Portal, patients can access their medical records, update demographic information, schedule appointments and make payments at home on their own time. Both of Vecna's kiosk and portal solutions give the



patient unprecedented access to their own medical information and financial transparency, as well as means for appointment management and communication with providers. These capabilities enable the patient to make informed decisions regarding their own health care.

## **Secure service to ensure patient privacy**

Both QC Kiosk and QC Patient Portal protect patients' privacy. Patients must verify their identity through a multi-tiered authentication process on both the kiosk and the portal. The kiosks do not have hard drives to store patient information. This thin client technology ensures that information is securely transferred and remotely stored, answering patient concerns over their privacy. Additionally, the privacy filter on the kiosk screen prevents everyone except the user from viewing the information on the screen. QC Patient Portal offers secure communication channels between patient and provider to simplify and facilitate follow-on treatment and follow-up care. Using the Portal, patients may securely manage their healthcare-related expenses and pay outstanding balances online. Upcoming appointments are listed online, and patients may further simplify their check-in process by pre-registering remotely.

## **Self-service wherever, whenever**

Patient self-service QC Kiosk and QC Patient Portal enables the patient to manage his own health care. Routine and time consuming tasks, such as pre-registration, appointment scheduling, and check-in can now be done from any web-enabled device including smartphones and tablets, giving patients the power to manage their own healthcare at the click of a button.

