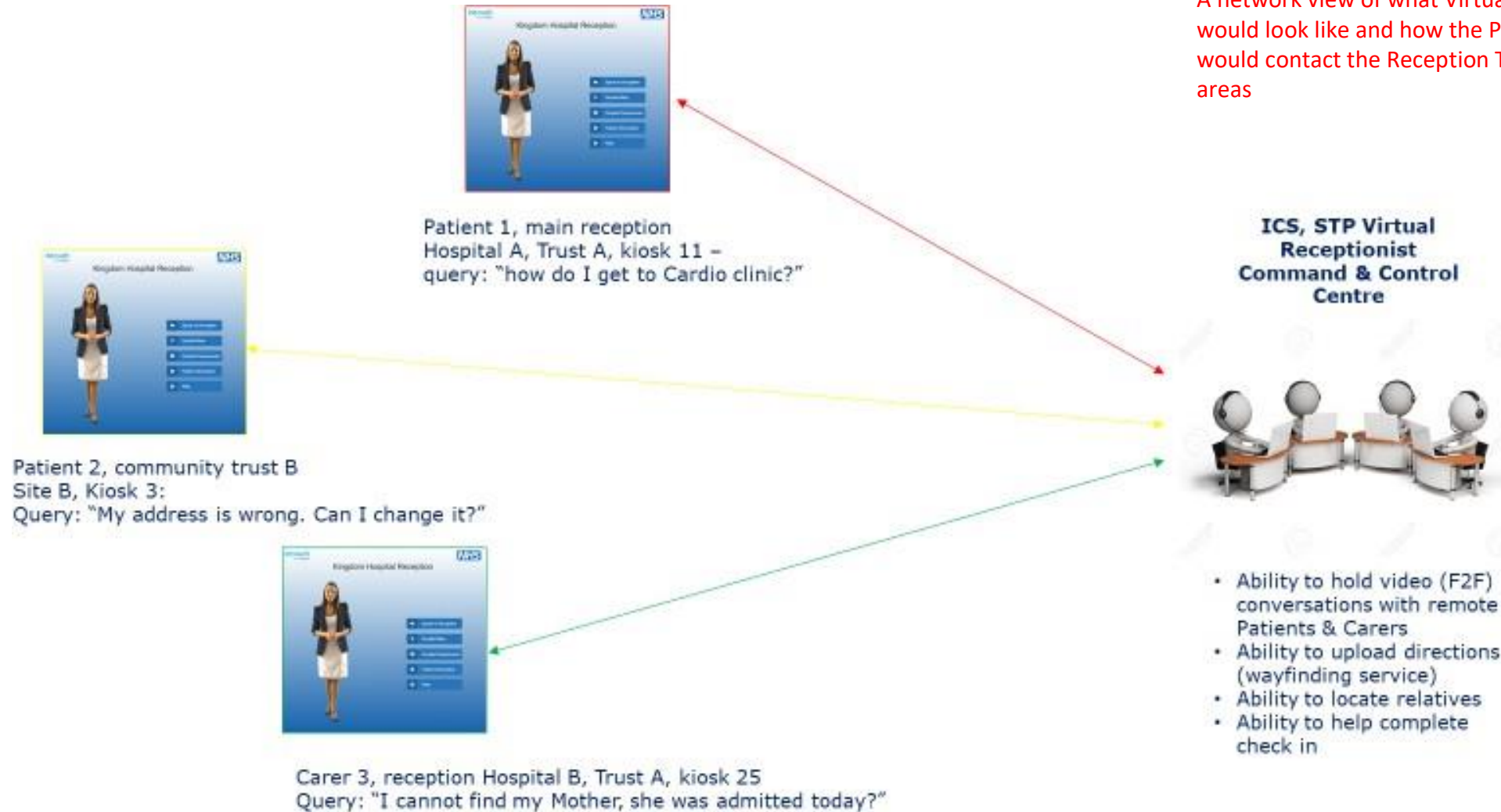
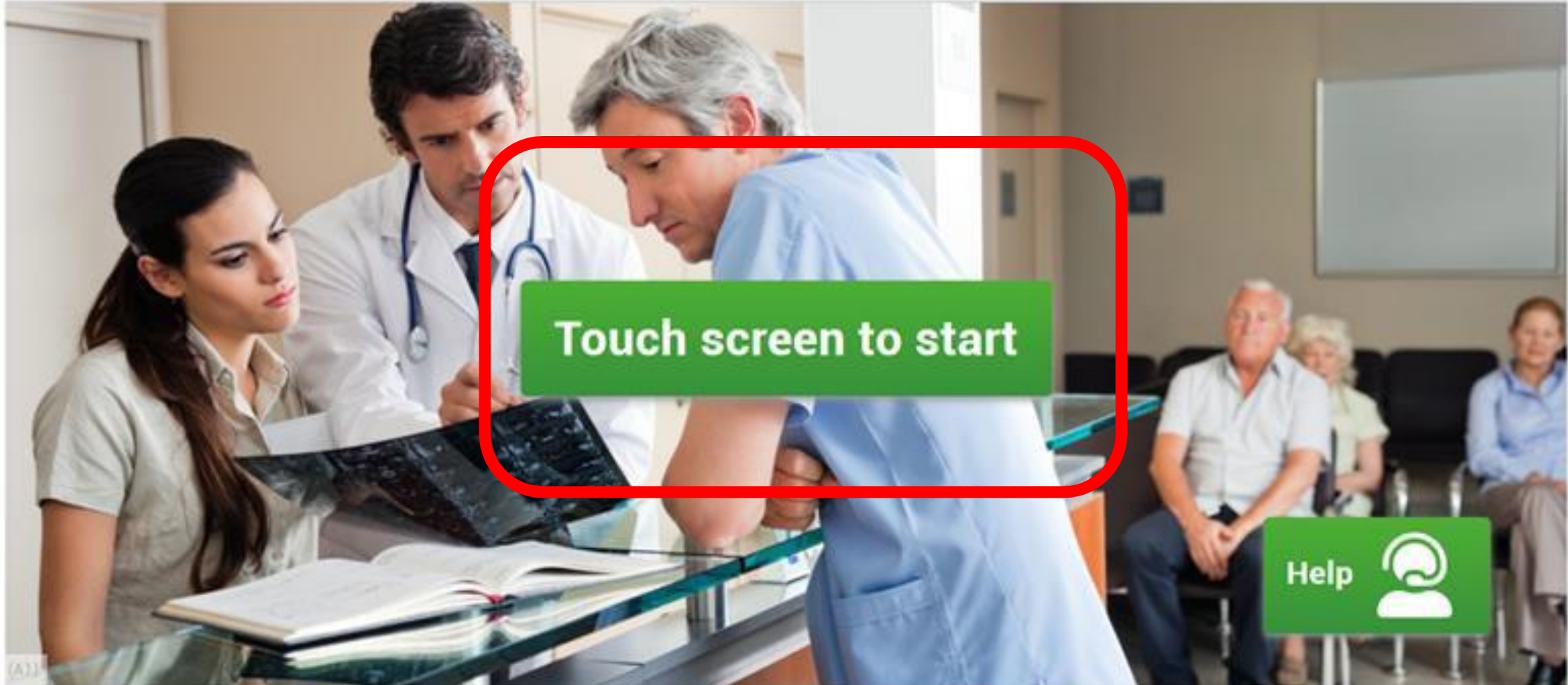


Virtual Receptionist and Information Kiosk

A network view of what Virtual Receptionist would look like and how the Patient / Carer would contact the Reception Teams in remote areas



Welcome to your self check-in



Touch screen to start

Help



Kiosk View - Next menu



Check-in for your appointment



Get directions around the hospital



Speak to reception for assistance



Traditional type of icon to highlight to people that there is help either on the phone or video

Receptionist Dashboard

intouch | Flow Manager Test Site

Virtual Reception Logged in as admin

Choose Site Choose Location

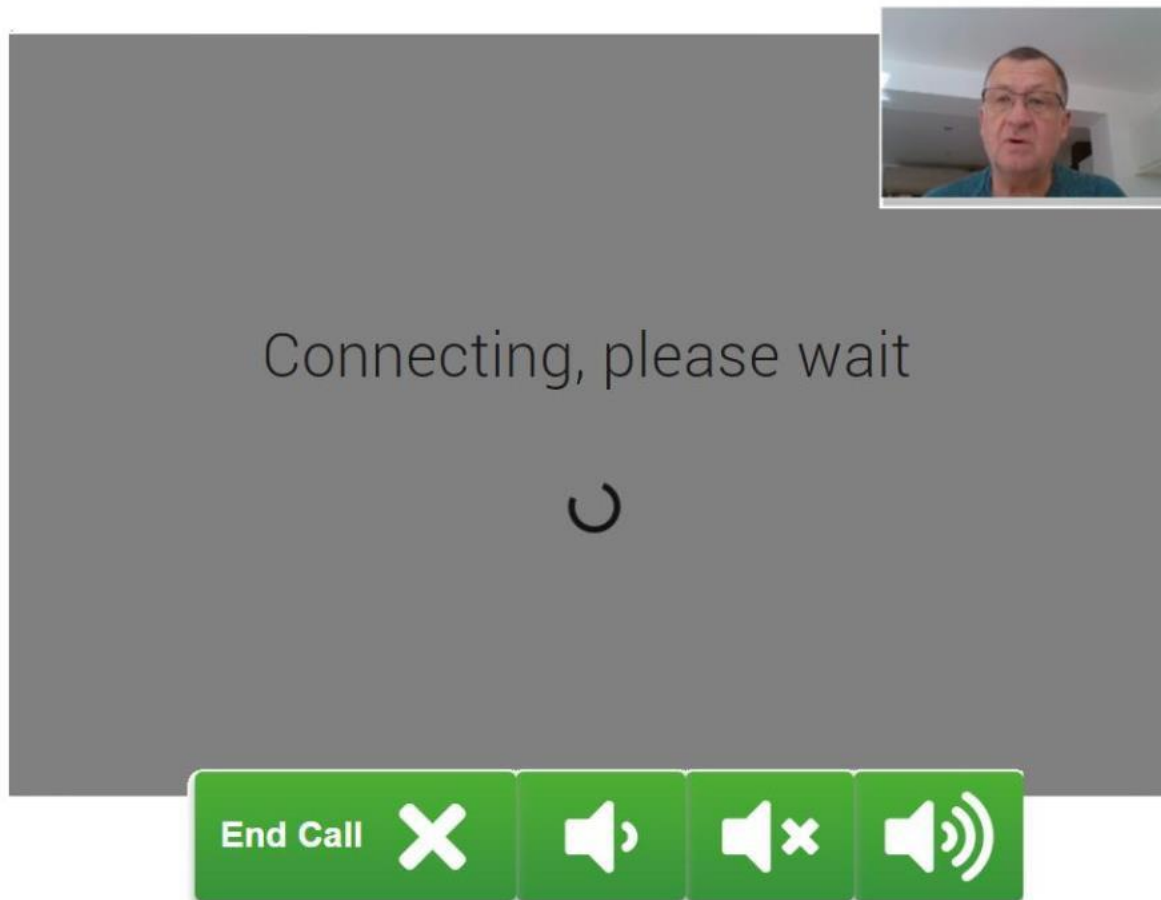
Site	Location	Kiosk	User	Reason	Time	Wait	
Hospital Site 1	Main Wait	KWH07		Directions	30/06/2020 09:42:39	1:33	<input type="button" value="answer call"/>
Hospital Site 2	Mobile		Galvin Smith	General enquiry	30/06/2020 09:42:39	1:27	<input type="button" value="call in progress"/>
Hospital Site 1	Phlebotomy	KWH12		General enquiry	30/06/2020 09:42:39	0:32	<input type="button" value="answer call"/>

This is the Receptionists view – here they can see where the person called from and their location (as Intouch knows where each kiosk is). All the team can see when a new call comes in, which ones are in a call and completed calls with data for reports

Kiosk view (Patient / Carer)



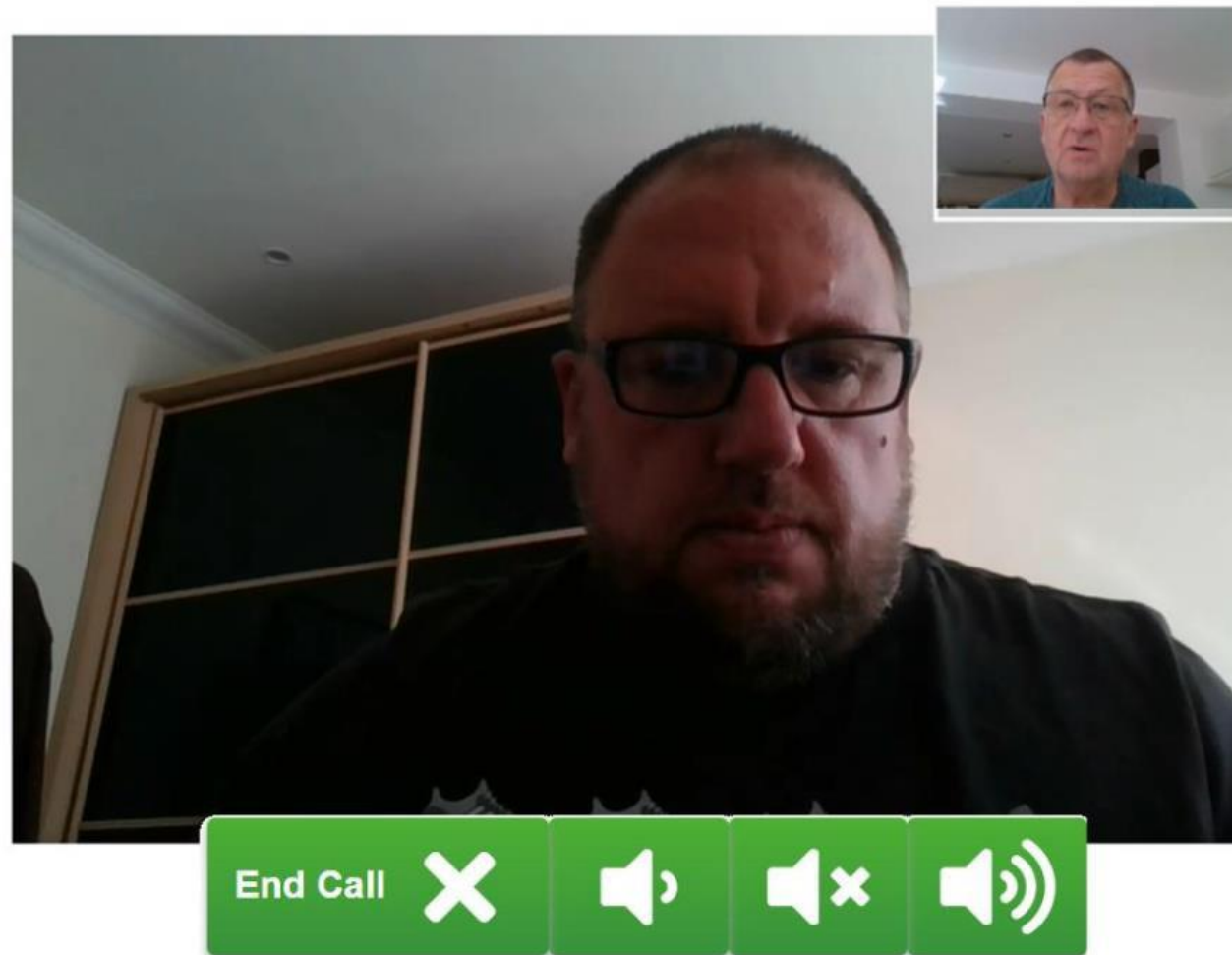
This is what the screen of the Patient / Carer may look like after they have pressed the Help button



Kiosk view (Patient / Carer view)



This is screen shot of what the Patient / Carer would see when a Receptionist has answered their call



Virtual Receptionist Potential Kiosk Designs



Soundshower to not allow other people to hear the speaker -----e



Wide angle camera ensures that all heights are accounted for. -----e

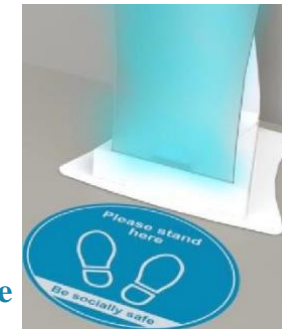
Virtual Receptionist 0

Virtual Receptionist D

Virtual Receptionist 01

'Scan Here' still available. -----e

Eye catching LED glow surrounds -----e unit.



Vinyl placed on floor to make sure the patient is stood in the correct place. -----e

Virtual Receptionist



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