



- ✓ Increase your hospital productivity
- ✓ Lower Operating Costs
- ✓ Boost Patient Satisfaction
- ✓ Instant return on investment

EatherWay Patient Flow Management System

The all-in-one appointment management solution to ensure a waiting-free hospital environment.

Ever thought of a receptionist who

- ☎ Automatically attends thousands of appointment phone calls per day/month.
- ☎ Works 24/7.
- ☎ Handles multiple concurrent calls at the same time.
- ☎ Capable of speaking multiple languages.
- ☎ Automatically reminds patients about upcoming appointments.
- ☎ Reports the open and booked appointments
- ☎ Requires no monthly salary & benefits.
- ☎ Has human voice with a personal touch.

Since its inception, AlignMinds invests significant time and resources in understanding the needs of healthcare practitioners and organizations. We have developed EatherWay Patient Flow Management System as an answer to the enduring curse in our hospitals and clinics, the long agonizing waits to see the doctor.

How it works

EatherWay provides three means for the patient to book appointments. **Telephone, SMS or Internet.**

Using the interactive voice response (IVR), technology your existing hospital phones can be configured to act as automated telephone answering machines, which will give instructions to the patients, book appointments for them and provide them with token numbers. This eliminates completely the need for any human involvement in the appointment booking process at the hospital side.

In addition to this, if the hospital chooses, the patients can also book appointments sending a simple SMS message or through the hospital web page.

EatherWay PFMS is affordable, flexible, scalable and very easy to implement.

Modules

EatherWay PFMS consists of

- 1 IVR phone based scheduling for your patients
- 2 Online web based scheduling for your patients
- 3 SMS scheduling for your patients
- 4 Web based administrative interface to schedule, configure working hours, view appointments and manage users
- 5 Appointment Booking Kiosk for walk-in patients

IVR phone based scheduling Module

Our phone-based IVR provides very simple step-by-step instructions for scheduling appointments. It is menu driven and users enter numbers using their telephone keypad. IVR appointment scheduling involves 3 easy steps:

- 1) Select Doctor
- 2) Select Date
- 3) Book Appointment.



Also our phone system is designed by IVR usability experts and our voice menu is very simple and easy to understand and is available in different languages.

Web Based Scheduling Module

Our online interface for appointment scheduling is easy to use and developed in mind with non-computer savvy users. Web appointment scheduling involves three easy steps:

- 1) Search and Select Doctor
- 2) Select Date and Time
- 3) Book Appointment.



The appointments are made in real time and synchronize with our IVR phone scheduler.

SMS based scheduling Module

A significant number of users are now comfortable using a mobile text message to avail various services. Our SMS based booking module is very simple and straight forward. Users can book appointments by sending a sms message to a designated short code. The format to send message is simple - Dr doctor ID date – Dr is the key word, Doctor ID is the ID number of the doctor they want to see and the date is the date on which they need the appointment. They will get a reply SMS having a token number and time in few seconds.



Administrative Interface

Even though it is simple and easy to use the online, SMS and Interactive Voice Response system, there will always be some requirement for your staff to make appointments for walk-in patients. We have provided more sophisticated web based administrative tool for your office staff. You and your staff can access our web-based administrative tool from any where, any time using a computer connected to internet. With this administrative tool, you can view, make or cancel appointments, search customers, schedule holidays and closed days, schedule physician working hours and practices, and user management.

Self-Service Touch Screen Kiosks at the hospital lobby

People are now very familiar operating touch screen monitors at railway stations and ATM kiosks. You can even reduce the involvement of man power at the hospital reception by introducing a touch screen kiosk at the hospital lobby where walk-in patients can find out doctor availability and book appointments for themselves. The same web based interface will run on the kiosk which is synchronized with other modules. It is an ideal equipment to ensure information availability to all hospital visitors as well as to enhance the professional image of the hospital environment.



EatherWay available as : Enterprise Version for Corporate Hospitals
Small Business Version for medium to small clinics
SaaS version available at a yearly fee.

Enterprise Version for Corporate Hospitals

Modules

IVR Module with 4 Telephone Lines

Web Based Module

Administrative Module

SMS module (Optional)

Hardware Requirements: One dedicated desktop PC (Core2duo 2.93/4GB DDR2 RAM/320 HDD/"T.F.T, Linux OS)

Telephony Requirements: Maximum 4 normal telephone (PSTN) lines. This could be the hospital phone numbers currently dedicated for manual appointment booking.

Internet Connectivity: Broadband connectivity with a static IP Address.

To integrate with the existing Hospital Information System, we will configure the system to provide appointment data as XML, CSV or Excel files.

EatherWay Small Business version for Clinics

Modules

IVR Module with 2 Telephone Lines

Administrative Module

Hardware Requirements: One dedicated desktop PC (Core2duo 2.93/4GB DDR2 RAM/320 HDD/"T.F.T, Linux OS)

Telephony Requirements: Maximum 2 normal telephone (PSTN) lines. This could be the hospital phone numbers currently dedicated for manual appointment booking.

EatherWay SaaS Version (www.eatherway.com)

Modules

Web based Module with SMS, IVR and Administrative Interface

Hardware Requirements: None

Telephony Requirements: None

Individual practitioners only need to subscribe to EatherWay. We will provide an IVR phone number to which patients call and book appointments with you. You can check your appointment list in your mobile phone or pc anytime. However, no hardware equipment is mandatory and you can start using the system immediately after subscription. No installations required.

EatherWay Touch Screen Kiosk for Appointment Booking

Modules

15" Touch screen with 6mm additional toughened glass for protection

CPU - dual core 2.6 GHz / 1 GB RAM / 80 GB HDD

Aesthetic & sturdy steel enclosure with operational security.



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