FACT SHEET **ePQNS**

ENTERPRISE PATIENT QUEUING AND NOTIFICATION SYSTEM

ePQNS collects data on patients to facilitate a patient-centered workflow, improve wait times and services, and enhance the patient appointment process.

ePQNS is the Military Health System's enterprise solution for patient queuing. Patients check in using kiosks and touchscreens. This action notifies medical staff of the patient's status and prompts related services. The system is currently used in military hospital and clinic pharmacies, urgent care centers and emergency rooms. There is also a mobile version of ePQNS (Q-Anywhere) that allows patients to check into locations via their cellphone, thus avoiding crowded waiting areas.

ePQNS supports DHA's goals by optimizing information technology systems and processes, leveraging rationalization, optimization, cost reduction, and modernization. As part of this effort, the ePQNS team migrated 120 site servers to regional hosting, saving approximately \$7 million annually via decreased costs for software licenses, labor costs, and hardware and software maintenance.

AVERAGE VISIT TIME	Waiting fo	or	Intake				Fill / Check	Dispense
24 mins	Current Max Time		<u>SP</u> 10:00	<u>AD</u> 08:23	<u>MS</u> 19:13		P. Hansen A119 K. Smith C348 S. Green B232 D. Ramirez A121 G. Cayhill C353 21:42	M. Li D42 A. Kipp A12 L. Jones B22
AWAITING INTAKE	Average	Time (07:32	06:12	11:48	09:41	17:32	13:51
Avg. Wait: 7 mins	Tickets		2	2	3	3	11	6
Patients: 10	A1	1 INTAKE A139 01:22			2 INTAKE 3 INTAKE D408 B254 15:01 01:22			ISPENSE 6 DISPENSE A103 Idle 02:02 05:02
PROCESSING	HM3 J			a Smith	Concession of the local division of the loca	Booker		2 Wilson John Doe
Avg. Wait: 17 min	S	DELAYS			_	_	EXPECTED WORKLO	DAD
		Doctor Calls			Narcotics		Historical Wo	ridood Actual Workford
Patients: 17	D	octor Ga	anto					
Patients: 17 DAILY SUMMARY	D	Name	Time	Ticket	Name	Time		
	Ticket			-	Name Tomson			
DAILY SUMMARY	A132 B229	Name	Time	Ticket	And the second second	Time		



Key Features

- Automated patient check-in allows staff to complete other tasks
- Standardizes data collection, reporting and inter-facility workflow

Key Benefits

- Utilizes a performance management dashboard to track workload and performance
- Uses a Patient Information Center to enhance communication with patients and improve waiting room availability
- Leverages predictive analytics using historical data to determine future staffing and workflow optimization