



Healthcare Call Solutions

Supporting a diverse population

- ✓ Call direct from GP appointments list
- ✓ Call sent from the Enlighten interface for more flexibility
- ✓ Attract attention with high visibility displays
- ✓ Selectable audio and dynamic text to speech alert
- ✓ Improves patient experience
- ✓ Removes patient and staff confusion
- ✓ Delivers equality and meets DDA removal of barriers

Mrs P Williams ... Go to
Dr Peter Small Room 2

Mrs A Rostrum ... Go to
Nurse Smith Room 3

Preferences delivering to your requirements

What does your patient want?



- ✓ To be seen quicker
- ✓ No worry about missing call
- ✓ To know expected wait time
- ✓ Professional communication
- ✓ Clear, unambiguous calling
- ✓ Information whilst waiting

What does your service need?



- ✓ Professional IT solution
- ✓ Effective communication
- ✓ Faster throughput of patients
- ✓ More time to spend with patients
- ✓ Reduction in confusion
- ✓ Flexible configuration
- ✓ Integration with appointments
- ✓ Control and choice

What does our patient call deliver ?



- ✓ Inclusive for all patients
- ✓ Time saving
- ✓ Call by name or number
- ✓ More patients seen
- ✓ Easy to use
- ✓ Dynamic audio or speech
- ✓ Up to 5 concurrent calls shown
- ✓ In-built queue management

Equality for all.... solutions under your control

- ✓ Frees up staff from collecting patients and meets DDA and Equality directives * Patients are able to see the message screens in a clear and uncluttered way
- ✓ Promote additional services with powerful messaging software * Choice of LED panels or flat screen technology to meet requirements
- ✓ Integration with appointments book or via Enlighten Professional
- ✓ Works with more appointment systems than any other supplier * Continuity in a changing landscape, reducing the costs of change



Disability Awareness

- ✓ Approximately 9 million people in the UK have a hearing impairment or deafness
- ✓ Equivalent to at least 1 in 7 of your patient population
- ✓ RNIB figures suggest 1.8 million people have sight impairment or are blind
- ✓ Additionally 700,000 have difficulty with reading small print
- ✓ Large visual text, high contrast ratio and audio support are standard features of Jayex call systems
- ✓ More patients can visit clinics without assistance and with the confidence they will not miss their call for treatment.

Jayex solutions exist to help meet DDA legislation, streamline patient flow and create equality for all.

"The majority of our patients have some degree of hearing loss, so a visual alert that they are going to be called through for their appointment is also a great improvement to the service."

Senior Audiologist - Nottingham

"The patient call system has many benefits. I am not sure which of these is highest on my agenda but both partners and patients love it and this, for me, is important."

Quite a lot of GP's don't like tannoy systems but phoning reception and asking them to call for the patient is a waste of two peoples time and not always effective. A GP walking to the door and shouting, which I see in many practices, is not only a waste of expensive time but not very good for the image either."

On our old system the receptionists would always have one eye on the call system to see which GP had buzzed, who was the next patient for that GP and then shout for that patient. It seems a crazy system now but we thought it was quite reasonable at that time. Reception is now an easier and less stressful place to be. The staff have time for the patients at the desk and the telephone calls."

Practice Manager - London

Delivering you the solution let's keep working together



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Screen types	LED matrix panels or Flat screen digital formats
Size / Weight LED	1980 x 170 (50mm characters) 12kg or 1205 x 130mm (33mm characters) 7kg. bi-line displays 60 character Red LED
Size / Weight LCD	Large range available – details on application
Supported systems	Emis LV, PCS, Web / Vision LAN, VES, WES / SystemOne / FrontDesk / Isoft premier, Synergy, Gannymead / Healthysoft / Adastra / Microtest / Enlighten Diary.
Connectivity	Direct serial or network as appropriate

Albert's Story.

Albert is deaf and uses a hearing aid. He has an appointment at his local clinic for a check up on a digestive problem. When he arrives for his appointment he informs the receptionist that he is deaf and will not be able to hear his name called. He sits down to await his appointment.

Albert is your patient 1 in 7 of the patients in your waiting room today.

Other patients go into appointments and leave, and after two hours Albert has still not been seen. He approaches the appointments desk to ask when it will be his turn.

The receptionist responds angrily and asks Where have you been ?? We have been calling you name for ages! !

Installation of a Jayex call solution will avoid this ever happening again.

Jayex is the largest provider of call solutions in the UK, installed in over 6500 sites and calling in excess of 30 million patients per year.