



IMPROVE INFUSION CENTER OPERATIONS THROUGH OPTIMIZED SCHEDULING AND PREDICTIVE VISIBILITY

Most infusion centers experience the same three issues:

iQueue for Infusion Centers helps flatten chair utilization throughout the day to increase patient access, decrease wait times, improve nurse satisfaction, and reduce infusion delivery costs.

The solution uses machine learning to continuously monitor operational performance, and predictive analytics suggest scheduling template adjustments to keep centers operating optimally. The HIPAA-compliant, non-invasive cloud-based SaaS platform coexists with any EHR system, can be deployed in days, and integrates seamlessly with existing scheduling and operational workflows.



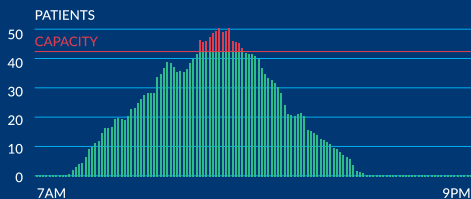
Patients tend to wait a long time past their scheduled appointment time – especially in the middle of the day.



Chair utilization starts out low and ends low, but has a midday peak that reaches or exceeds capacity.

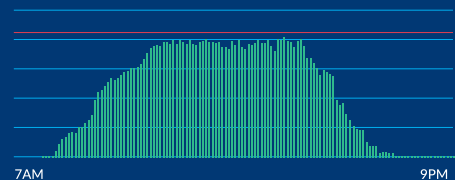


Nurses miss their lunch breaks, have high levels of overtime and emergency callbacks, and don't get to spend as much time with patients as they would like.



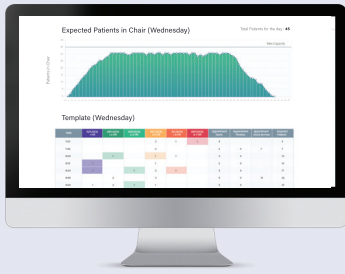
UTILIZATION CURVE BEFORE

MACHINE LEARNING



UTILIZATION CURVE AFTER

1



Schedule smarter through optimized templates

iQueue for Infusion Centers looks at the big picture – your resource availability, staff schedules, operating hours, appointment history and hundreds of other parameters. Set yourself up for a smooth flow with templates engineered to minimize delays by level-loading the day. Your resources are fully utilized, patients spend less time in the waiting room, and staff time is balanced.

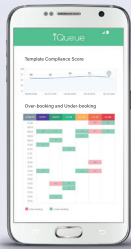
2



Plan ahead to avoid future bottlenecks

See how utilization is stacking up for future days with easy-to-understand projections of scheduled and predicted volume, and receive alerts of future days when scheduled utilization exceeds the resources you've scheduled for that day. Use the Schedule Shifter to fine-tune future nurse assignments and appointment placement for those occurrences to keep your center functioning optimally.

3



Manage the day before it unfolds

Utilization projections by time of day help foresee bottlenecks, steer add-ons, and anticipate no-shows. A Daily Huddle report provides staff with a start-of-the-day view of expected chair utilization, template compliance (how close to the optimal schedule the day's appointments are), and over- and under-booking estimations. At last, nurses know when to expect opportunities for breaks and lunches!

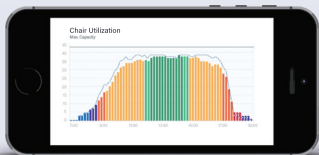
4



Keep your nurses busy... but not too busy

iQueue for Infusion Centers' Nurse Allocation report previews the day's nurse resource availability by time and treatment length, and makes it easy to reliably realign resources in response to patient peak times, overcome unavoidable delays, and accommodate add-ons.

5



Understand your resource utilization in seconds

Built-in reporting and allocation models make it easy to track utilization patterns and opportunities. An easy-to-understand dashboard helps staff review past performance, providing insight into visit time beyond planned treatment time, actual durations by appointment type, and treatment volume and mix for any date range. iQueue for Infusion Centers is easy to use, works with any EHR system, and does not introduce any additional steps to your existing workflows.