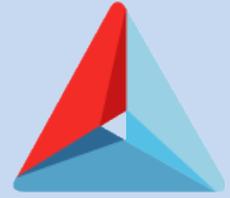


# Patient Kiosk – FAQ



THE SHAMS GROUP

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## Kiosk Registration/Check-in

Q. What if the patient does not exist in the system?

A. If it is a new patient, it will take them through the new patient registration process. They will be required to fill out all mandatory fields (specified by the facility) before completing registration.

Q. How will the kiosk know if a patient has already pre-registered?

A. When the patient identifies themselves at the kiosk we can check against your scheduling or pre-registration module to see if the patient has already completed the pre-registration. If the patient has already pre-registered, it will then take them through just a check-in workflow.

Q. How is the OHIP card validated?

A. We will establish a connection with the Ontario Ministry of Health, and will send them the user's OHIP card information once it is swiped at the kiosk. The card will then be validated in real-time.

Q. Will a user be able to zoom in & out of a way finding map?

A. Yes, using Apple's patent pinch-to-zoom multi-touch feature, the user will be able to zoom in & out of the maps.

Q. Does the kiosk offer any audio narration of the screens?

A. Yes, we can input voice narration for whichever screens desired, in any language desired. For the best results, we recommend the voice files be provided by our customers.

Q. Does the kiosk accommodate individuals with disabilities?

A. The full-standing kiosk is wheelchair accessible, and meets ADA compliance. We also offer a mobile version that can be handed to a patient if needed. In addition, we can include voice narration for those that require.

Q. Can a user send a way finding map to his/her iPhone instead of printing the directions?

A. This is something we are working on developing, and should be available in the near future.

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## Pre-Registration Portal

Q. What if patients want to pre-register before coming into the facility?

A. Our kiosk solution comes bundled with our browser based pre-registration portal. This portal can capture any or all of the registration data captured at the kiosk, and is customizable. This allows your patients to pre-register from anywhere before coming into your facility, thus requiring them to only check-in once they arrive.

Q. Can the portal be used from any browser?

A. Yes, all of our portal products are completely browser agnostic and can be accessed via any secure internet browser.

Q. Is the pre-registration portal included in pricing?

A. Yes

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## Customization

Q. Is the pre-registration portal customizable?

A. Yes, just like the kiosk application, our pre-registration portal is also customizable. Almost all elements on the portal can be configured by our customers; so the look, feel, and workflow are as desired. In addition, the workflow designed for the kiosk application will automatically reflect on the portal, and vice versa.

Q. Can we choose which fields are mandatory?

A. Yes, both on the portal and kiosk workflows you can define which fields are mandatory and which are optional.

Q. Can we change the screens in the registration workflow?

A. Yes, all screens in your workflow will be customizable by you, using the workflow designer. You may also create multiple workflows, each with different screens & elements; then load or change a workflow at a kiosk station within a matter of seconds.

Q. Can The Shams Group help us design & create new workflows?

A. Yes, as a part of our on-going support & maintenance contract, TSG will be there if any help is required when creating new workflows.

Q. Can we change the size & font of specific text, buttons, or other elements on the screens?

A. Yes, everything you see on the screens was designed through a user-interface and can be customized using the workflow designer.

Q. Do you support different languages?

A. Yes, we have the ability to facilitate the translation of your workflow into any language. For the best results, we recommend the translations be provided by our customers.

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## Security

Q. Is there any sort of privacy filter for the kiosk?

A. Yes, we can provide a 3M privacy filter for your iPad kiosk screen. This will ensure that only an individual standing directly in front of the kiosk can see the information on the screen.

Q. How is the information passed between the portal and our HIS secured?

A. We use SSL encryption on our portals, to ensure the security of patient data being passed between the portal and HIS.

Q. Because the kiosk is so light, what is stopping someone from taking it?

A. The kiosk was made light enough so it has the freedom of mobility; however it still has necessary components in place to maintain security of the device. The kiosk can be bolted to the ground, or any surface, to prevent theft. In addition all other screws are covered or hidden from the user.

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## Maintenance

Q.What installation support TSG provides?

A. TSG will come on-site and fully implement & test each kiosk to the client's satisfaction.

Q. What is the best way to disinfect the iPad kiosk?

A. The iPad screen itself should be wiped down with a damp cloth, while the rest of the hardware can be cleaned with any disinfectant wipe. TSG can also build a custom holder for your disinfectant wipes, which is attached to the kiosk, so the users can wipe down the device after use. In addition we can place a skin over the keyboard if desired.

Q. What steps can be taken to prevent liquid or other physical damage?

A. In order to protect the iPad from liquid damages, we have two optional items that can be purchased in addition. The first is the 3M screen filter, which acts not only as a privacy filter but will also add an extra protective film layer on the screen. In addition, we can have the entire iPad covered in a transparent carbon fiber wrap, which will not only protect from spills but also physical damage as well.

Q. What type of support does TSG offer?

A. TSG offers 24x7x365 support on all software products.

Q. What kind of warranty comes with the hardware?

A. Standard 1 year limited warranty comes with both the kiosk & iPad hardware. Extended warranties are also available for both.

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## Back-end

Q. Where is the back-end for the solution hosted?

A. The back-end servers can either be hosted on-site, at our data center in Dallas, or any other data center specified by the customer.

Q. How fast does it take to perform a lookup, both at the kiosk and on the portal?

A. It only takes a matter of seconds to perform a lookup on both platforms.

Q. Do you keep a copy of the MPI for lookups?

A. Yes, we keep a SQL database with all of the necessary information required for lookups. This is synchronized every 3-5 minutes so the data is kept up-to-date.

Q. What if a new version of a browser comes out?

A. As soon as a new browser version is released we immediately begin testing, and make sure our portal products are functioning properly. If a fix is needed, we will have a patch available soon after.

Q. Are there any checks for duplicate registrations?

A. Yes, we can setup parameters to check if the patient has already registered that day, to avoid duplicate registrations

Q. What if there are two "John Smiths" in the system?

A. We initially do a patient lookup based on Last Name, DOB, Gender. If there are multiple patients that result from this lookup, then we can use another patient identifier such as last 4 digits of social security number..

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## Integration

Q. Does the pre-registration portal also integrate with our HIS?

A. Yes, we can download your MPI and perform a lookup in your medical records to see if the user pre-registering is an existing patient. If so, we can pull all of their information into the fields so they can review and update as needed. Then when they are finished the updated information can be sent back into your HIS.

Q. Does a clerk have to enter information from the pre-registration portal manually into the HIS?

A. No, when pre-registration is completed the information will be automatically sent to your HIS. If desired we can also setup an approval process when certain information is changed, so it can be reviewed before going into your HIS.

Q. How is information sent & received between TSG Patient Kiosk and our HIS?

A. TSG will setup a fully bi-directional interface between our system and your HIS. We are able to integrate with any HIS whether a major vendor, homegrown, or best of breed applications.

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