

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.

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

