




# Healthcare Kiosks: A Guide to Successful Implementation



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# Introduction

Healthcare kiosks are stand-alone physical structures located at a hospital's reception area or other prominent areas. This intuitive system helps provide a hassle-free service to the patients.

**50–65%** ▼

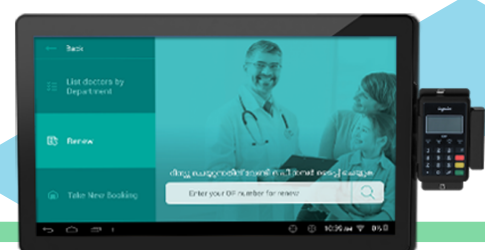
Potential reduction in patient-waiting times by healthcare kiosks

**10–15%** ▲

Efficiencies among front-office staff through healthcare kiosks

The implementation of interactive healthcare kiosks is not a cakewalk. Designing, manufacturing, and deploying a self-service kiosk is a complex process. This process involves detailed planning, testing and execution.

However, once properly implemented, this robust system can seamlessly handle the patient registration and check-in process. Setting up healthcare kiosks depends on a few essential elements that need to be considered before implementation.





# The Essentials for Implementing Healthcare Kiosks

## 1. Creating an Optimum Environment

Creating the right environment before implementing a kiosk is vital, because it directly impacts the functionality of the system. These factors include:

- Proper sealing against water and dust to guard against rust damage
- Temperature control to protect against external damage
- External and internal cable connection for proper power and data flow

## 2. Equipping with Essential Components

There are different hardware and software components in a kiosk system, including:

- CPU, Hard disk, System enclosures, I/O devices
- Touch panel, Printer, Card reader
- Kiosk application, Backend system
- Internet connection

The monitor display should be interactive and have a touch screen adaption for easy readability.

## 3. Choosing the Right Equipment

The reliability of materials used in the equipment impacts the efficiency of the kiosk system. The components used in a kiosk should be chosen as per optimum industrial standards. Because, if even one of the units is defective, it affects the ability of the kiosk to function effectively.

Example If the credit card reader cannot read the card data, the patient won't be able to complete the payment.

## PRO TIP

A well-built kiosk set in an optimum environment and equipped with the right components helps in providing the highest-quality patient experience. It also ensures higher system longevity.



## Setting an Action Plan

# 01

### Understanding User Requirements

These are essential for building an intuitive kiosk and determining the essential features

# 02

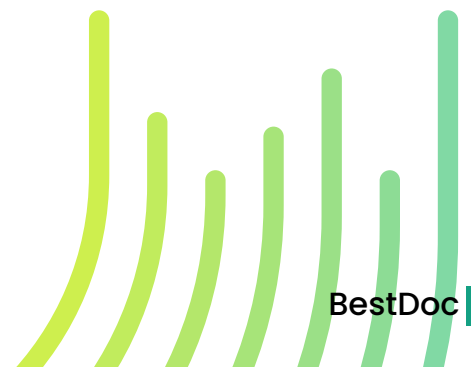
### Kiosks Placement

It is recommended to place kiosks strategically at frequently visited areas of the hospital.

# 03

### Choosing the Right Model

The choice of the kiosk model depends on their placement and required features.





04

## **Designing the Chosen Model**

Once the suitable model is chosen, it is designed based on the desired level of security, interactivity, monitoring capabilities, and ease of integration.

05

## **Integration with HIS**

The API integration with HIS enables easy access to patients' details. Hence, it is necessary to consider proper connectivity and cloud computing functions.

06

## **Refinement to Mitigate Issues**

After designing and setting up the necessary integration connection, usability analysis and refinements are done to mitigate issues before they occur.

07

## **Deployment & Support**

Finally, after developing the kiosk, the system is successfully installed at the hospital.

Post-deployment, the system is again tested to check the kiosk performance.

# Common Implementation-Related Concerns



## 1. Setup Costs

The cost of setting up the system is a big concern that results in the low adoption of healthcare kiosks.

The total cost depends on several factors involved in designing a kiosk solution for hospitals. Setting up a healthcare kiosk requires high-end integration with a hospital's existing systems. The key factors that contribute to setup costs are:

- Feature requirements
- Third-party API integrations
- Size of the system based on the chosen model



## 2. Time Taken for Setup

The time taken to implement a kiosk depends on the users' requirements. For example, if the hospital prefers POS integration in kiosks, then this might require additional time. In the case of POS Integration, the implementation team has to work with respective banks for security reasons.

API integration with the HIS is the second common challenge faced with implementation.

## Other Concerns

- Data security and privacy
- Quality of the kiosk



# Overcoming Concerns Related to the Adoption of Healthcare Kiosks

## Setup Costs

While self-service kiosks come with an initial setup cost, they can provide a respectable return on investment (ROI) over the long term. The common sources of savings are through a reduction in expenses incurred on front office staff and consumables.

## Time Taken for Setup

A close coordination between the HIS provider and the kiosk provider can make the entire integration process seamless. By doing this, hospitals and technology providers can save a considerable amount of implementation time.

Additionally, the time taken for setup is well worth it as it allows to deliver a personalised patient experience.

## Data Security & Privacy

An optimally built self-service kiosk securely captures, stores, and transfers patients' data. The organisation that builds these systems should ensure that the kiosk is configured with appropriate information security measures. This ensures that unauthorised users cannot get access to the information through open ports and other gaps.



## Quality of the Kiosk

The quality of the kiosk depends on its ability to perform multiple functions. Any compromises on the quality of kiosk components can make a big difference to the functioning of the kiosk.

However, this concern can be resolved if the quality of the kiosk's hardware and software is checked properly and any potential malfunctions are addressed before the implementation.

## Privacy

A well designed self-service kiosk takes patients' details with a security question and assures privacy. Also, these details flow securely to the Hospital Information System.

## Choose the Right Partner for Healthcare Kiosks

As you start with your search for the right healthcare kiosks for your hospital, it is important to go with the firm that offers integral features. Choose the organisation with the best industry experience that offers modularization to build an innovative model. This gives the provision to add new features that you might require in the future.

BestDoc focuses on building smart kiosk deployment strategies geared towards quality implementation. These healthcare kiosks are tailor-made to suit various patient needs. BestDoc's self-service kiosks solutions can help you meet your business requirements. This ultimately helps in achieving higher patient satisfaction and bringing high ROI.

## Bonus Section

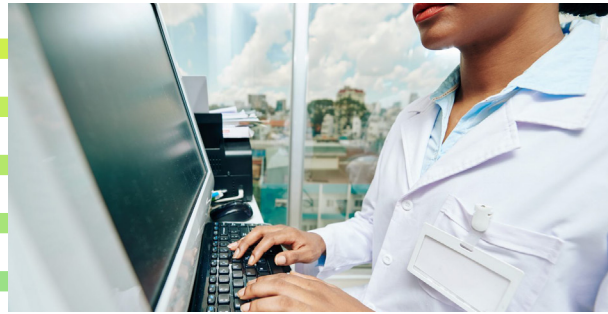
### Types of Self-Service Kiosks

There are four main types of self-service kiosks in the healthcare industry. The choice of which completely depends on the purpose of deployment.



## PEDESTAL KIOSKS

These kiosks are used to enable patients to book appointments, check-ins, register, or make medical payments.



## PHARMACY KIOSKS

Pharmacy kiosks support dispensing of prescribed drugs and OTC medications to patients in a quick and secure manner. These kiosks are supervised by a pharmacist to dispense patient prescriptions.



## TABLETOP KIOSKS

Tabletop kiosks are an excellent way to engage with your patients. These are easy-to-use interactive tools that entice patients to use the services by providing an amazing experience.



## WAYFINDING KIOSKS

Wayfinding kiosks help patients navigate to their intended destination and empower them by giving easy access to information.

## PRO TIP

A pedestal kiosk should be placed at the hospital lobby or close to the reception area. And, a tabletop kiosk is handy and usually kept at the reception counter or pharmacy where a smaller screen is ideal.

## About BestDoc

BestDoc is all about making primary health care smart, convenient, and user-friendly.

Our vision is to reimagine health care by creating a perfect experience for everyone.

We strongly believe in using technology and data to drive this change and create a better experience for all stakeholders of the healthcare sector.

We are progressing towards our vision with our range of products and reputed clients.