“NOQ – OUR CURE FOR QUEUES AT HOSPITALS”
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## DOCUMENT CONTACT INFORMATION

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ABSTRACT

All across the globe, irrespective of the country, a common affliction that has been plaguing the healthcare sector has been the need for patients to wait endlessly before getting to see their doctor. This situation has continued to perpetuate despite the advent of online appointment scheduling systems.

The primary reason for this state of affairs is the unpredictable nature of the out-patient doctor’s job requirements. The consultation duration for every patient can vary widely and this situation is further exasperated by the doctor getting pulled away for interrupt driven events such as emergency surgeries etc.

NoQ! stands for No Queue and it replaces physical lines and waiting rooms with virtual mobile phone queues. NoQ, is the first name in queue and waiting elimination solutions.

KEYWORDS

NoQ! is a service from PreciStat and stands for “No Queue”. NoQ replaces physical lines and waiting rooms with virtual mobile phone lines. NoQ is a patented SMS (GPS, RFID) based solution that incorporates dynamic appointment scheduling, predictive/self learning logic, token generation and alerting. Essentially the system will replace physical lines and waiting rooms with virtual mobile lines. Customers can simply enter the virtual line from their cell phones by sending a SMS to a dedicated number after which they are free to roam around or take care of other tasks instead of waiting in a physical line. NoQ will send them an SMS shortly before their turn arrives for immediate doctor’s consultation - "Just In Time".

A GAME CHANGER

All across the globe irrespective of the country a common affliction that has been plaguing the healthcare sector has been the need for patients to wait inordinate amounts of time before getting to see their doctor. This situation has continued to perpetuate despite the advent of online appointment scheduling systems.

The primary reason for this state of affairs is the unpredictable nature of the out-patient doctors’ job requirements. The consultation duration for every patient can vary widely and this situation is further exasperated by the doctor getting pulled away for interrupt driven events such as emergency surgeries etc. Hospitals, like other service oriented industries, functions in an increasingly competitive environment. Speed of service has been shown to provide businesses a competitive advantage in the marketplace. Speed of delivery is being emphasized increasingly and can be partly attributed to increased competition and the value a patient places on his or her time.

Figure: A common sight worldwide?
We at PreciStat have built a product by recognizing the need for an alternative solution not previously available to the healthcare fraternity to address the issue of patients waiting for inordinate amounts of time. Ultimately more effective than simple token systems, and far less expensive than additional service counters and personnel, NoQ acts as a force multiplier to existing infrastructure and enables patients to meet their doctors just in time for prompt consultation.

**NOQ = PATIENTS NO LONGER NEED TO WAIT IMPATIENTLY**

**How does it work – as simple as 1,2,3**

*Step 1:* Patient sends SMS to NoQ

*Step 2:* Patient relaxes at home

*Step 3:* NoQ sends alert SMS and patient walks in for immediate consultation

NoQ accomplishes this task with the use of mobile phones, 2-way SMS communications and dynamic queuing logic that will alert the patient just in time for their appointments. All the patient needs to do is send a SMS to a dedicated number with a specific keyword and their cell number gets added to the virtual queue. The system then sends the patient an alert when the doctor is ready to provide the desired service.

**The need for an efficient and effective Queue Management System….**

Saving time is a proven, powerful tactic for building more loyal and profitable customers. Investments in sophisticated and expensive customer relationship management (CRM) systems and integrated marketing campaigns that bring customers through the doors are wasted when the customer has a poor experience or finds in-store service lacking. In contrast, simple systems that improve customer convenience consistently provide big returns from improved customer satisfaction, loyalty and sales. That is why queue-busting is such a consistent and proven tactic for improving customer satisfaction.

**Benefits:**

- Patients can walk in Just-In-Time and go directly to OPD for consultation
- Automated online payment & validation = accurate billing and collections
- A simple and elegant method to restrict access to only patients and attenders to designated consulting rooms without any additional capex
- Reduced waiting area and parking requirements
- NoQ will direct repeat patient back to the same doctor who had done the prior consultation.
- Ability for patient to choose consulting doctor.
- Efficient recall of review and follow-up patients
- Reduce Front Desk Employee Workload
fielding appointment queries.

- Platform that will be customized to blend in with the existing systems and processes = administrative staff need not learn any new skills to use the product.
- Hosted subscription model = no S/W to purchase
- SMS Marketing to exiting patients eg: executive check-up programs
- Powerful analytics and reporting

Figure 3: **NoQ Implementation at a Leading Institution of Medical Sciences in India**
After NoQ

Customization to match client processes

Automated verification of payments

Queue Advancement

Programmable Admin functions

Powerful reporting and analytics

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AUTHORS BIOGRAPHY

A former (1990-2000) Intel Corporation Executive, Ramana Bodepudi has successfully established three technology companies since. His first enterprise was eDaycare.com, a Silicon Valley based venture capital backed (the very same firms that invested in the likes of Google and PayPal) internet company that was acquired by ArrowSight Inc of NY and during this period he was extensively quoted in publications such as Wall Street Journal, Fortune, Business 2.0, CNBC, ABC News, ZDNet etc. After eDaycare, Ramana established Knoah Solutions Inc which was headquartered in San Francisco with operational facilities in Hyderabad, India and built it into a very successful call center company. In 2004 Ramana cashed out of Knoah to establish PreciStat which is head-quartered in Los Angeles with operational facilities in Visakhapatnam, Andhra Pradesh, India. Ramana brings the optimal blend of Expertise, Experience and Entrepreneurial Drive to make his vision for PreciStat, a reality!

Since 2007 PreciStat has been serving global leaders in healthcare, food processing and quick serve restaurant sectors with our highly specialized video auditing services (including hygiene audits). Our company has recently launched NoQ! a unique and patented system that is the first and only name in queue and waiting elimination. NoQ or “No Queue” replaces physical lines and waiting rooms with virtual mobile phone queues and incorporates dynamic appointment scheduling, predictive self learning logic, virtual tokens and alerting functionality. Since its very recent launch the system has been receiving tremendous appreciation from hospitals as it enables their patients to simply enter a virtual line from their cell phones by sending a SMS to a dedicated number after which they are free to roam around or take care of other tasks instead of waiting at the hospital. NoQ will alert the patient with an SMS shortly before their turn arrives for immediate "Just In Time" consultation with their doctor.
REFERENCES