

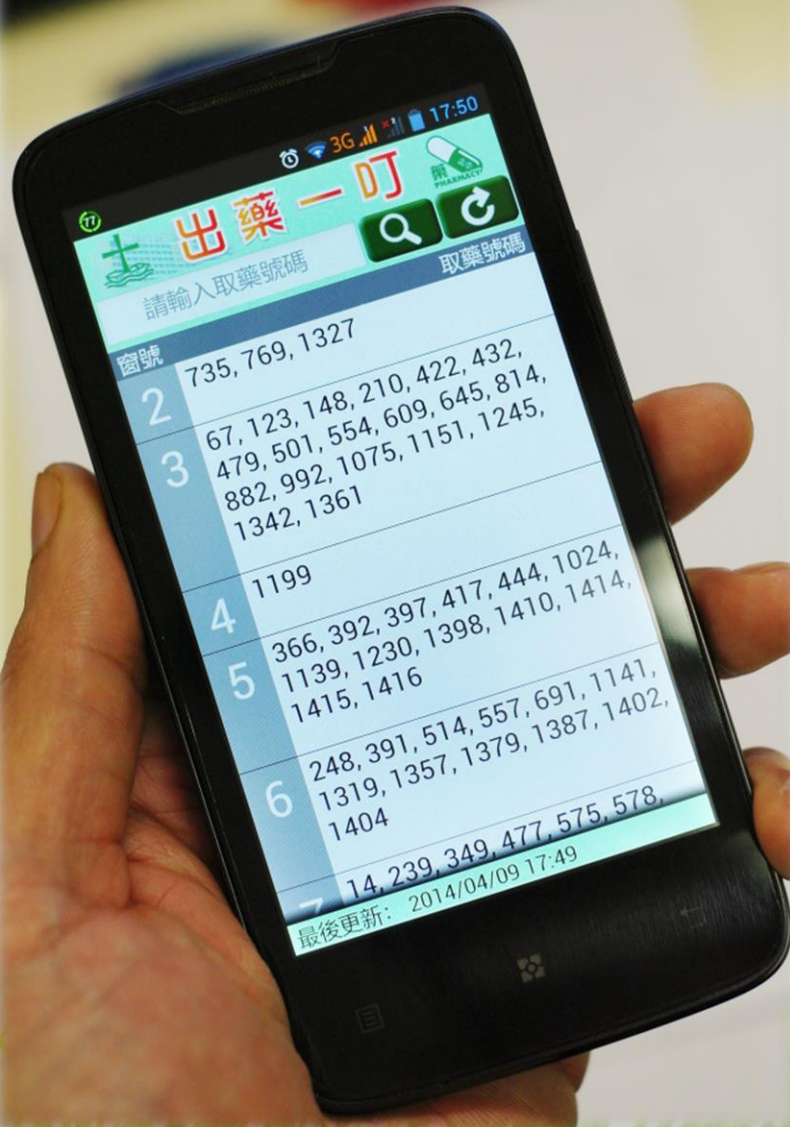
# Crowd Management in Pharmacy Waiting Area – 出藥一Call

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**Pharmacy waiting lobby in United Christian Hospital**



- In 2011, UCH IT developed a mobile application - 出藥一叮 to notify patients when medicine is ready at Pharmacy
- Received many positive feedback from the public
- Also received negative feedback saying no benefit to most patients as they are not using “Smartphones”

# 出藥一Call

為病人提供一個取藥提示電話服務。只要輸入藥房籌號及手提電話號碼，當藥房準備好藥物時，系統便會自動打出電話到已提供的手提電話，通知對方可以到藥房取藥。

This is a notification system that automatically notifies patients when their medicine is ready for collection at Pharmacy. Simply enter the Pharmacy Ticket Number and your Mobile Phone Number into the system. Once the medicine is ready for collection, your mobile phone will receive a phone call notifying you to collect the medicine.



## 三個步驟 3 Steps

- 1** 請選擇語言  
Please select language  
中文 1  
English 2
- 2** 請輸入取藥號碼  
Please enter pharmacy ticket no.
- 3** 請輸入手提電話號碼  
Please enter mobile phone no.

- Therefore in 2013, UCH IT developed another application - **出藥一Call** to notify patients via “telephone voice call”
- Support for **ALL types** of mobile phone
- Installed **出藥一Call** Kiosk at the pharmacy lobby



# 出藥一Call

請選擇語言

Please Select Language

廣東話 1

English 2

請使用數字鍵盤輸入



2014-04-10 09:24:37

版本: 1.0

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出藥一



Please Input Pharmacy Ticket Number :

123

Continue



Clear



2014-04-10 09:25:53

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出藥一



Please Input Mobile Phone Number :

35133573

Continue



Clear



2014-04-10 09:26:07

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# 出藥一Call

Your Information is

Pharmacy Ticket Number : 123

Mobile Phone Number : 35133573

Send Out



Cancel



2014-04-10 09:26:20

版本: 1.0

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出藥一



**Your information has been sent.  
You will receive a phone call from the  
number 35184600 or 35185200  
notifying you to pick up the medicine  
soon.**

**Thank you for using our service!**

2014-04-10 09:27:17

版本: 1.0

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Ticket number 123,  
please go to  
window number 5  
to collect medicine



# Daily Utilization from June 2013 to March 2014

No. of Rx issued	出藥—Call (One Call)		出藥—叮 (One Ding)		Total	
1300	28	2.15%	60	4.62%	88	6.77%

Average waiting time for patient: 22 minutes

# Conclusions

- ALL patients with any mobile phone can take advantage of this service
  - ✓ Stay in a better place outside Pharmacy
  - ✓ Have better time management
- Same concept can be extended to other areas, e.g. out-patient clinics

Thank you



**Enhancing Patient Care**  
**We can do it!**

