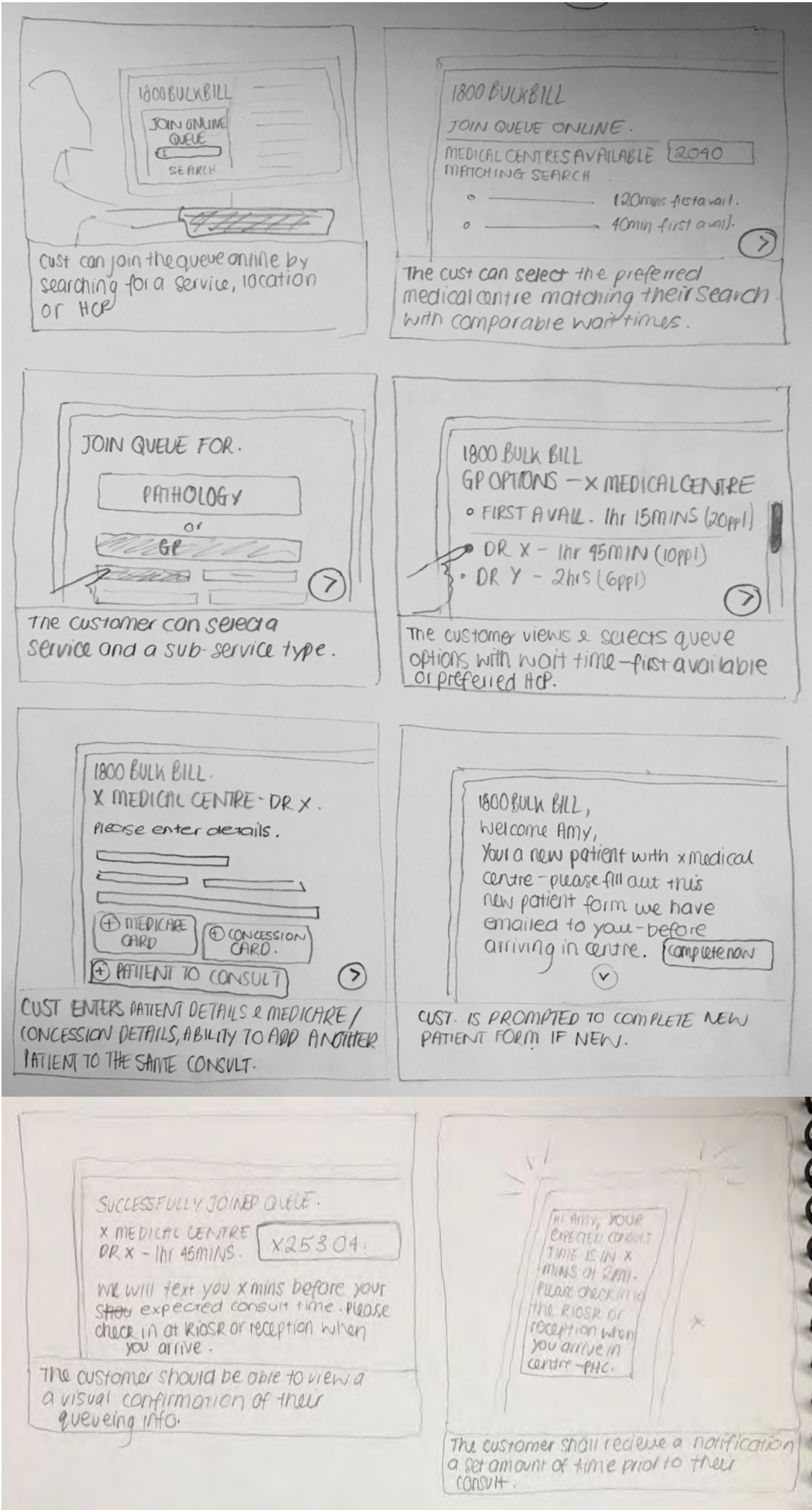


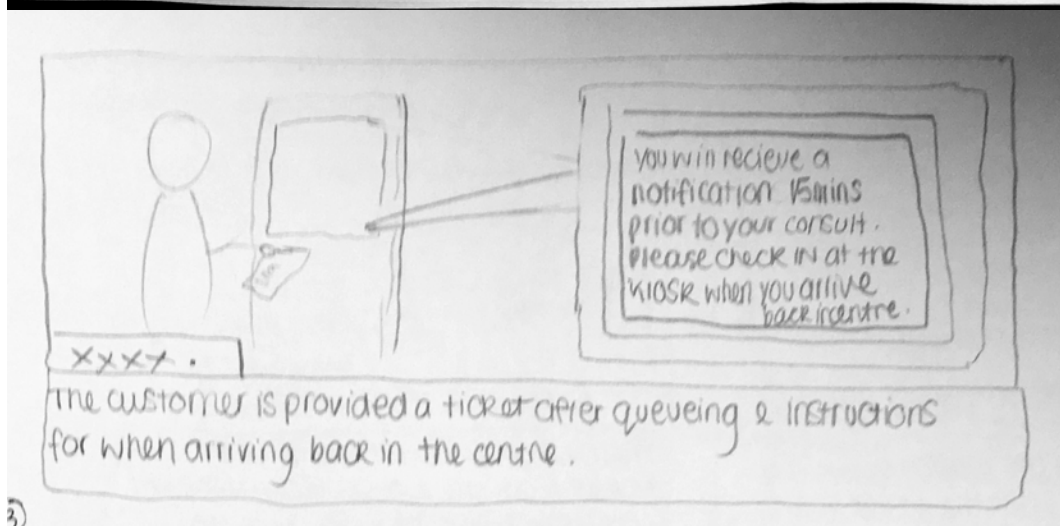
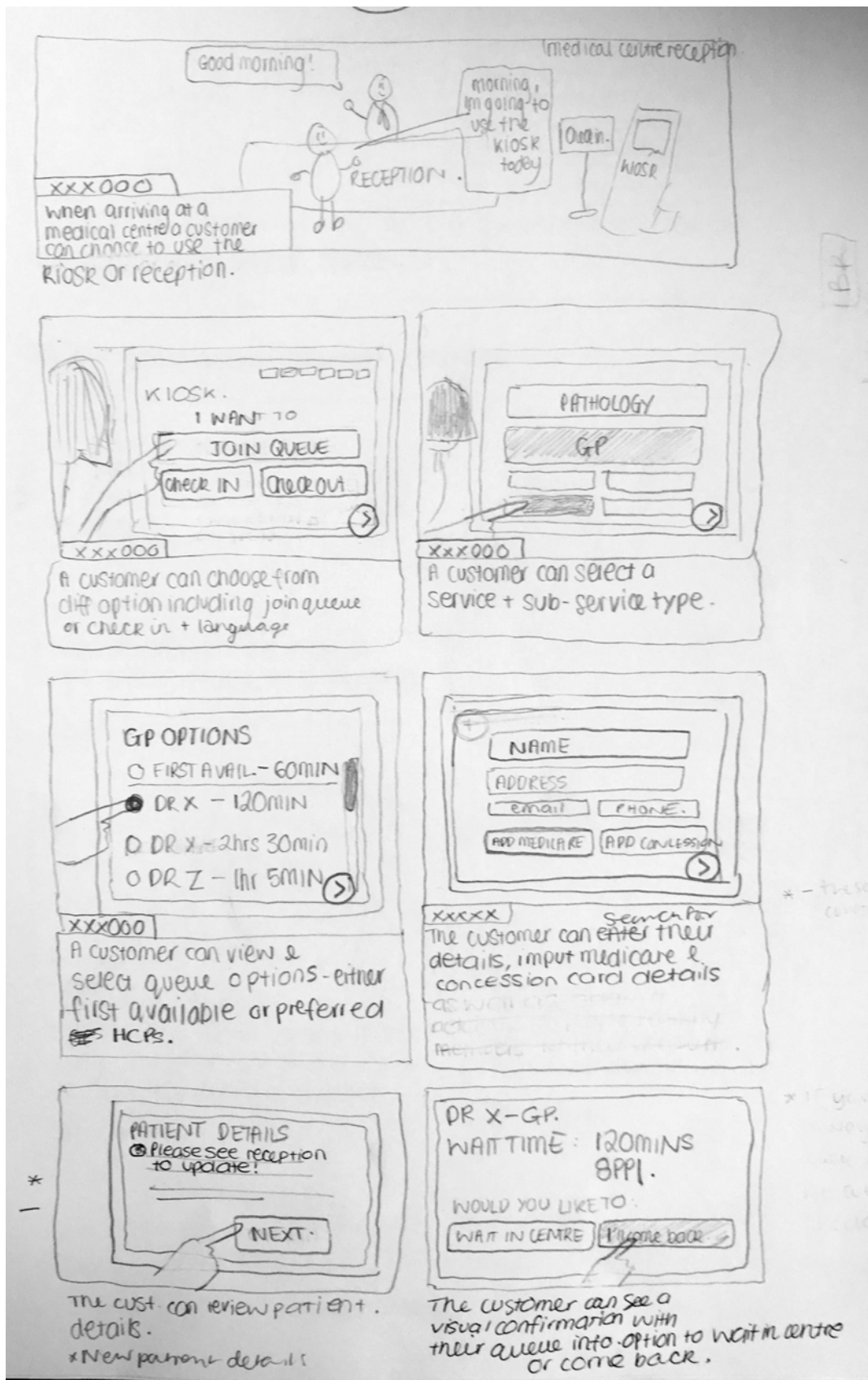
1. Join queue online remotely (From PC or mobile device)

Context: A customer is joining an online queue, from her home computer to see a doctor.



## 2. Join queue at kiosk

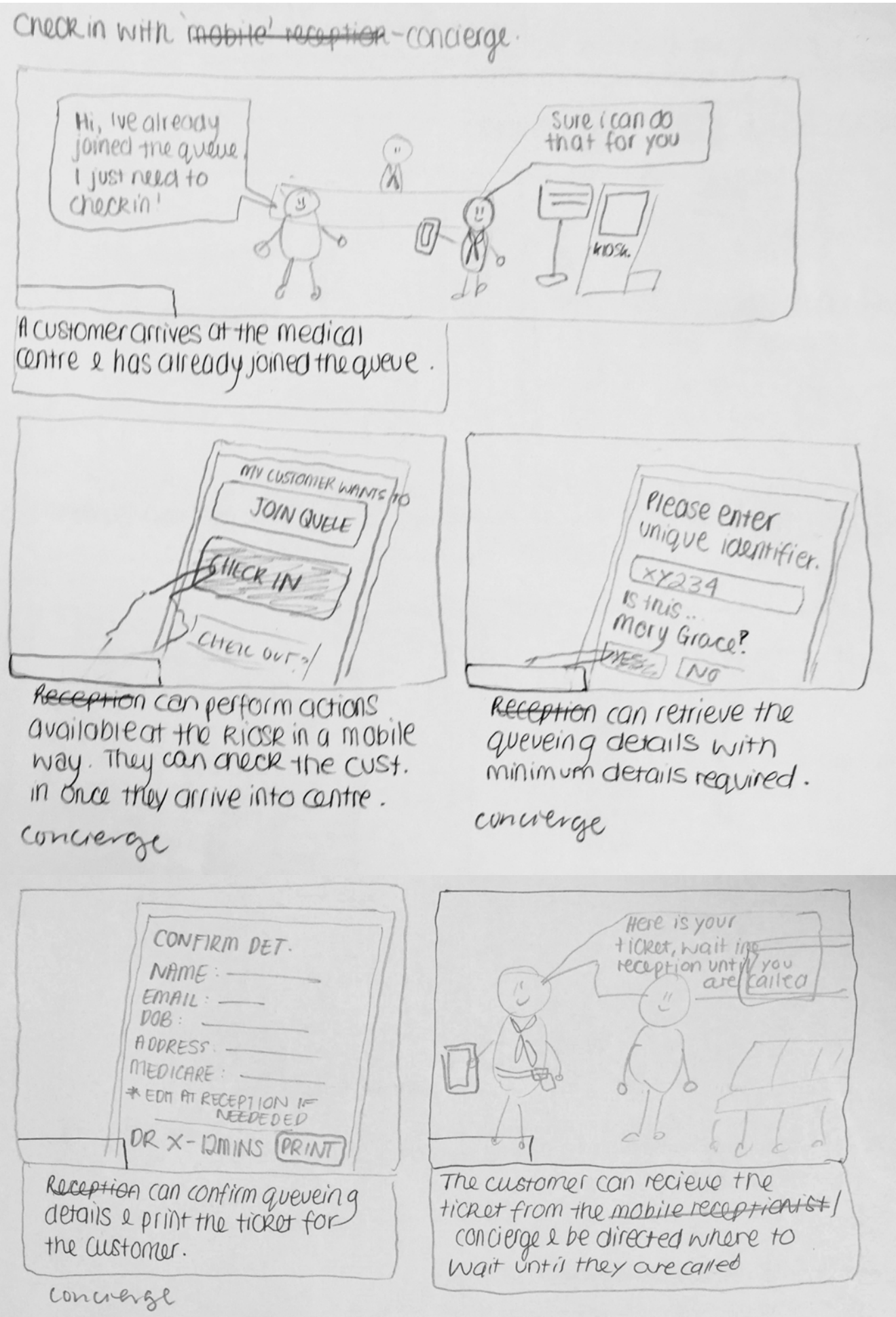
Context: A customer has arrived at the medical centre and is going to use the self serve kiosk to join the queue to see a doctor. Images of similar kiosks are attached.





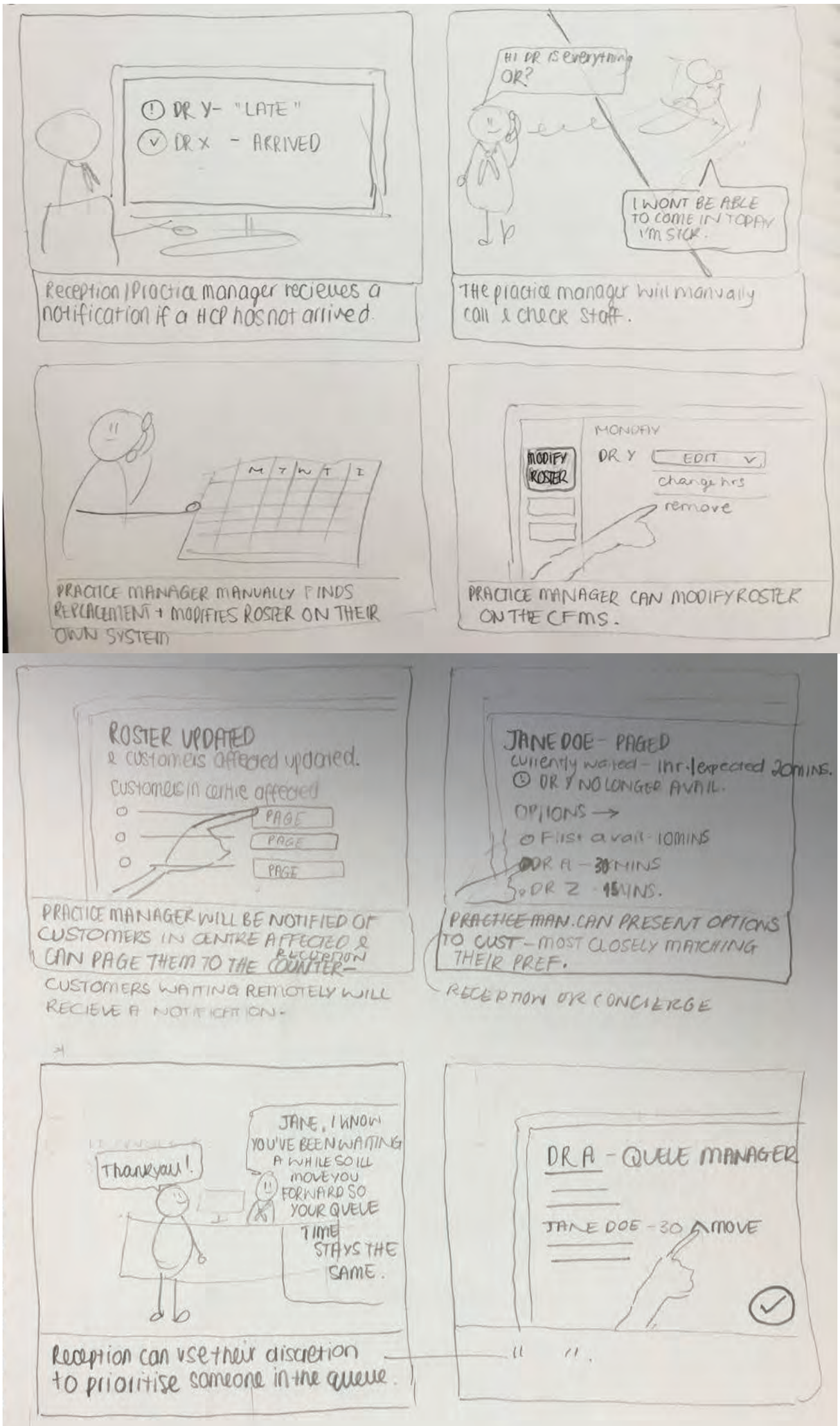
3. Check in with concierge

Context: After a customer has joined the queue online, they arrive in the medical centre and a concierge 'checks them in' using a tablet and printable ticket machine on their waist.



## 5. Modify Roster and prioritise customer

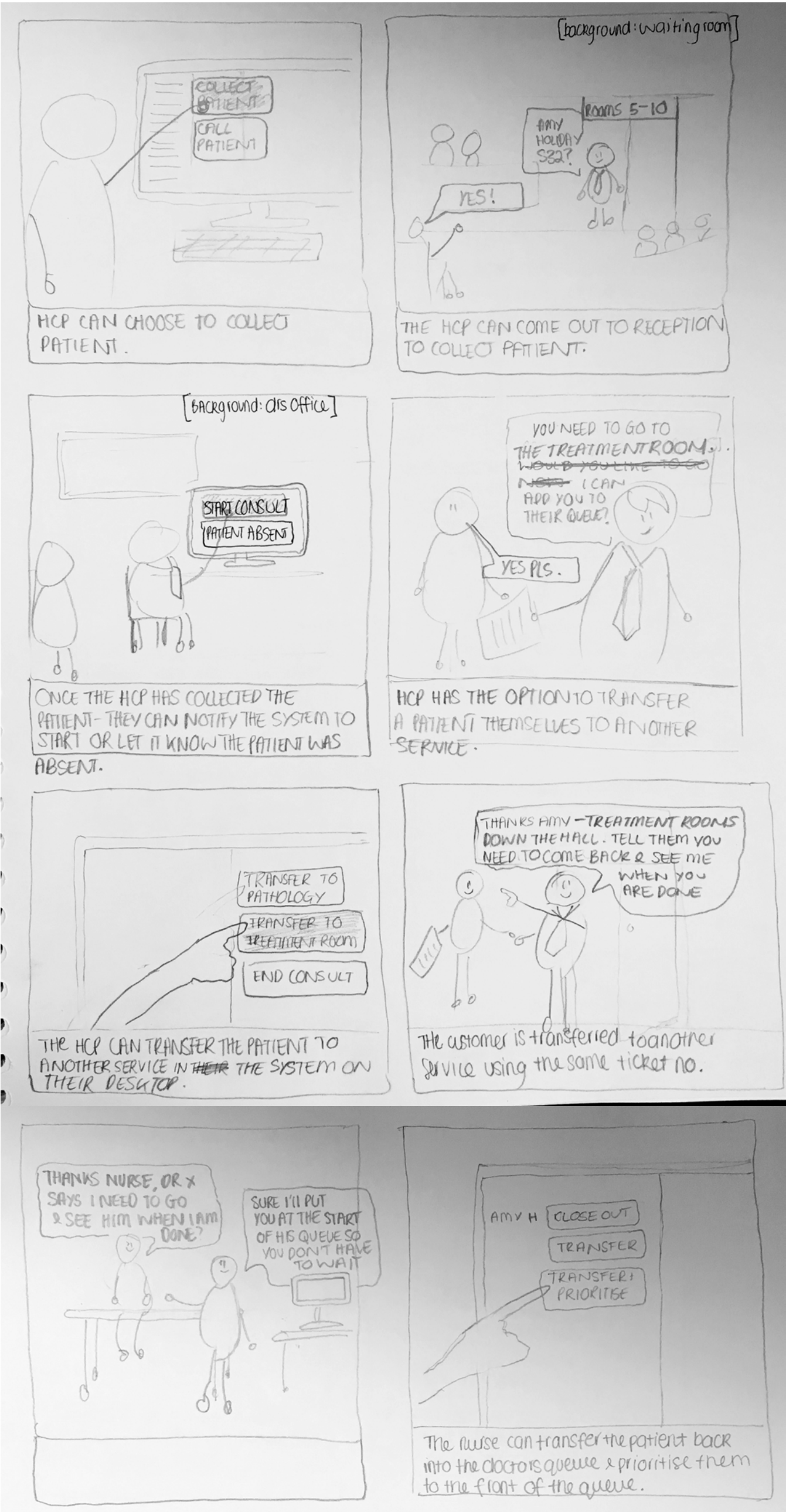
Context: The medical centre staff are modifying their roster due to a doctor being sick. The system allows them to page the customer affected and re-prioritise them in the queue.





6. Collect patient and transfer to service

Context: The doctor is ready to collect a patient from the reception area. They collect the patient and start the consult. The doctor then transfers them to the treatment room. After seeing the nurse in the treatment room, they can then prioritise them back into the doctors queue.



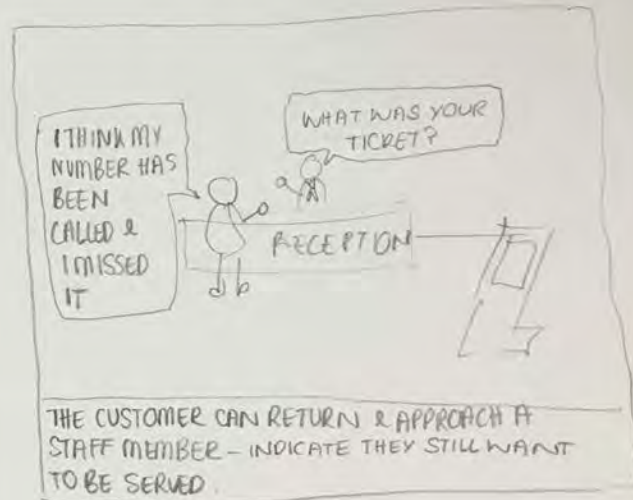
## 7. Abandon queue

Context: A customer is a 'no show' after a doctor calls them. They then turn up to reception after they missed their call. They are then re-slotted into the queue in their original position.

### ABANDON QUEUE.



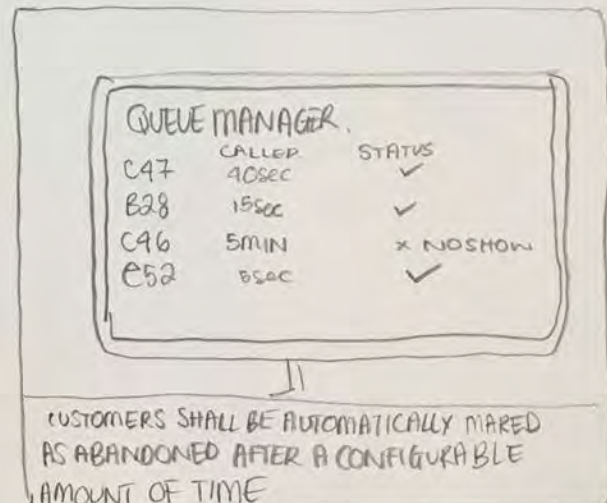
A CUSTOMER WHO DOES NOT RESPOND TO BEING PAGED SHALL HAVE THEIR TICKET REMOVED FROM THE QUEUE BY HCP OR NURSE MARKING IT AS 'NO SHOW'.



THE CUSTOMER CAN RETURN & APPROACH A STAFF MEMBER - INDICATE THEY STILL WANT TO BE SERVED.



A staff member shall be able to reintegrate a customer back into the queue - in their original position.



CUSTOMERS SHALL BE AUTOMATICALLY MARKED AS ABANDONED AFTER A CONFIGURABLE AMOUNT OF TIME