Improving Patient Experience with Wearable Technology

_Pandera Systems, a global provider leading the evolution of business intelligence, is helping its healthcare clients take advantage of wearables. MEDcare Urgent Care will now be using wearable technology solutions to reduce patient wait times._

Nashville, TN (PRWEB) November 04, 2014 -- The potential uses for wearable technology is cause for much excitement within the healthcare industry. The discussion of the benefits usually centers on biometric sensors and their ability to gather information to be used by the wearer or their physicians. Another benefit of wearable technology is not often discussed—the ability to help providers run their operations more efficiently.

Pandera Systems, a global provider leading the evolution of business intelligence, is helping its healthcare clients take advantage of this aspect of wearables. The company is integrating smartwatches into its suite of reporting and monitoring solutions, providing instant alerts to healthcare facility management when service levels exceed or fall below specified thresholds.

MEDcare Urgent Care, operating six urgent care clinics in South Carolina, will be using wearable technology solutions to reduce patient wait times. As with most urgent care centers, wait time in MEDcare clinics is a factor in patients leaving without receiving treatment. Recent studies have shown patient satisfaction decreases an average of 2% for every five minutes a patient spends waiting for treatment.

Managers at each MEDcare clinic will wear a smartwatch that receives an alert whenever any patient experience a wait time of longer than 15 minutes. Upon receiving an alert, managers will investigate the service delay and speak with the patient regarding the delay. If the wait time exceeds 20 minutes, a second alert will be sent to the clinic manager. All wait times longer than 30 minutes will be reported to MEDcare’s vice president of operations.

Dr. Radwan Hallaba, CEO of MEDcare Urgent Care, is encouraged by the prospects. “It is all about the patient, and the patient experience starts as soon as they enter the clinic,” he said. “The wearable tech project with Pandera Systems will allow our management to be integrated with the process and focus on clinic wait times and patient throughput without disrupting the clinic workflow by having to constantly check EHR systems and displays. By introducing wearable technology, we can shorten the time the patient waits to see the doctor or intervene early if there is an issue. It is one more way we are continually trying to improve our patients overall experience with us here at MEDcare so they will return to our clinics.”

“Pandera’s relationship with MEDcare has allowed us to expand our innovative solutions to not only wearable devices, but smartglass technologies and touch free motion sensor screens in the clinic environment,” stated Anna Daly, Healthcare Practice Advisor for Pandera Systems. “As we continue to expand our capabilities, we are grateful to work with a company that pushes the envelope of the patient experience to ensure they live up to their motto, ‘Make it easy, make is awesome.’”

About Pandera Systems
In an era fixated on big data, Pandera Systems is leading the growth of business intelligence by re-engineering decision-making environments. Pandera provides businesses with the resources to mobilize analytics, and immerse employees in knowledge to enable peak performance. Clients gain a competitive advantage through immediate access to data, user self-service analytics, and applied decision sciences. Pandera has offices in
Atlanta, GA; Nashville, TN; Orlando, FL; Fort Worth, TX; and D.C. For more information about Pandera, visit http://panderasystems.com.
Contact Information
Greg Arndall
Pandera Systems
http://panderasystems.com/
+1 888-386-8420

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