

## PATIENT SELF-SERVICE

### TRIAGE COVID-19 PATIENT INFLUX WITH PNC SOLUTIONS

Your organization is focused on the safety of your patients and staff. PNC Healthcare can help you manage the increased patient traffic due to COVID-19-related illnesses and concerns with Patient Self-Service, an easy-to-implement, user-friendly solution to help streamline patient intake.

#### PNC HEALTHCARE DELIVERS

Patient Self-Service is a web-based platform that can support a comprehensive registration process as well as a virtual waiting room. Included in this registration process is a digital clipboard, with pre-loaded COVID-19 questionnaires, that can be used for patient screening, new patient identification and alerts — with or without integration to backend systems. Additionally, Patient Self-Service can assist with the digitization of forms and surveys as well as the capture of insurance information from a web-enabled device.

#### STREAMLINE PATIENT INTAKE

Patient Self-Service can help to minimize staff and patient contact by:

- Enabling *touchless* patient intake through integrated COVID-19 questionnaires and a virtual waiting room
- Capturing demographics, insurance and eligibility during online registration
- Allowing for e-signature capture

#### TRIAGE PATIENT FLOW MANAGEMENT

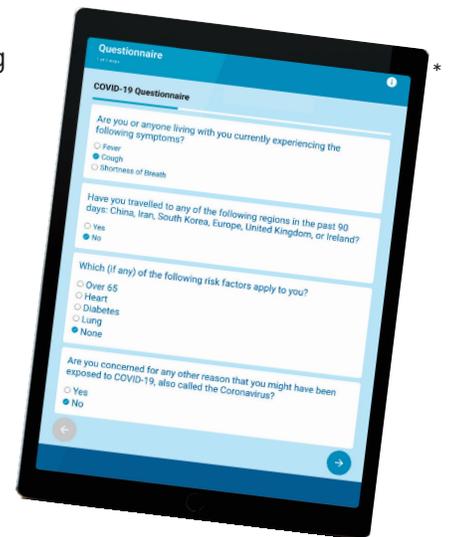
Patient Self-Service can help manage patient flow by:

- Prioritizing and organizing patient flow
- Customizing notifications
- Providing wait time estimates
- Establishing administrative alerts

#### COVID-19 QUESTIONNAIRES

The questionnaires can be configured to:

- Identify which patients are seeking screening services
- Ask a series of questions to help evaluate the level of infection risk. If any answers are affirmative, a notification will appear within the admin portal as an alert.



#### READY TO HELP

At PNC, we combine a wider range of financial resources with a deeper understanding of your business to help you achieve your goals. To learn more about how we can bring ideas, insight and solutions to you, please contact your PNC Healthcare sales executive or visit [pnc.com/healthcare](https://pnc.com/healthcare).

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