

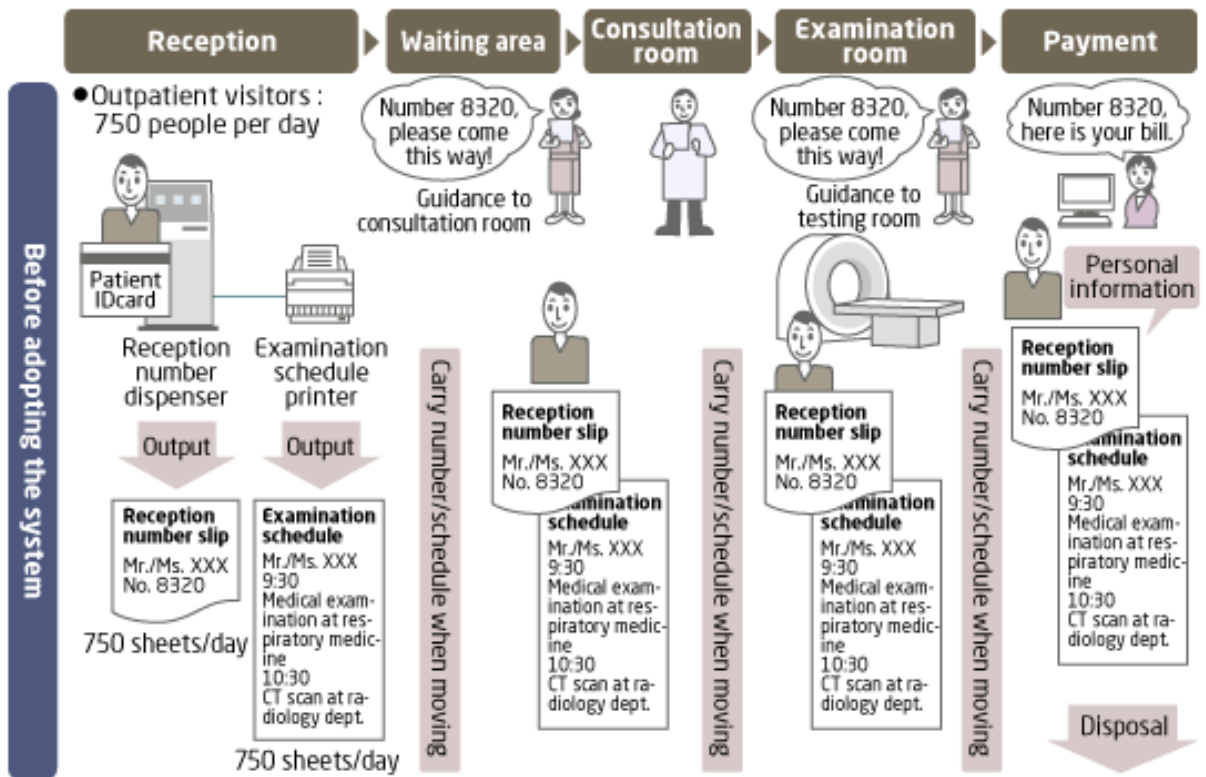
Patient Calling System

Patient Calling System: 1. Before

Assumes paper-based operations as often found at regular large-scale general hospitals.

Assumed conditions of existing system:

- A reception number and examination schedule are issued from the reception number dispenser (2 sheets of paper output).
- Around 750 outpatients visit per day. Assumes operation 240 days per year.
- At the time of payment, the reception number and examination schedule are shredded because they contain personal information.



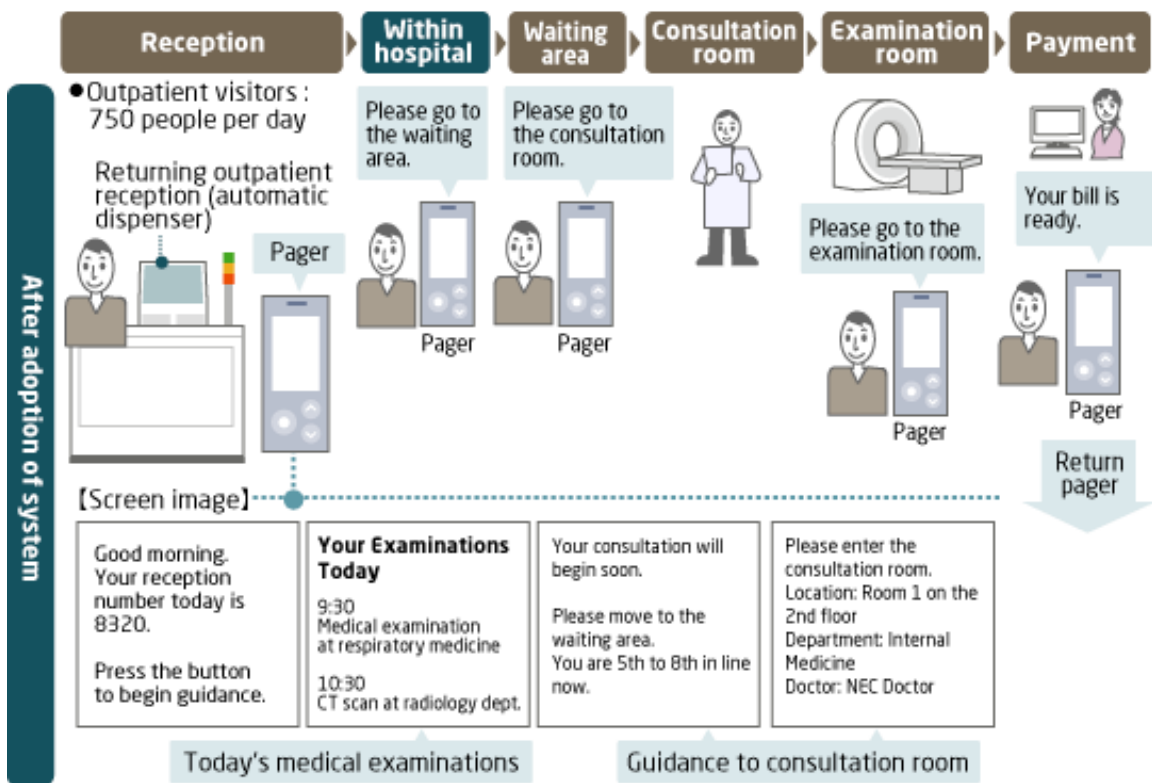
Patient Calling System

Patient Calling System: 2. After

A system where outpatients are given a pager to guide them smoothly from reception through medical examination to payment at the end.

Assumed conditions of system after adoption

- Almost no paper-based operations (750 visitors per day, operating 240 days per year)
- Outpatients are called to medical consultations and examinations at the right time through guidance messages.



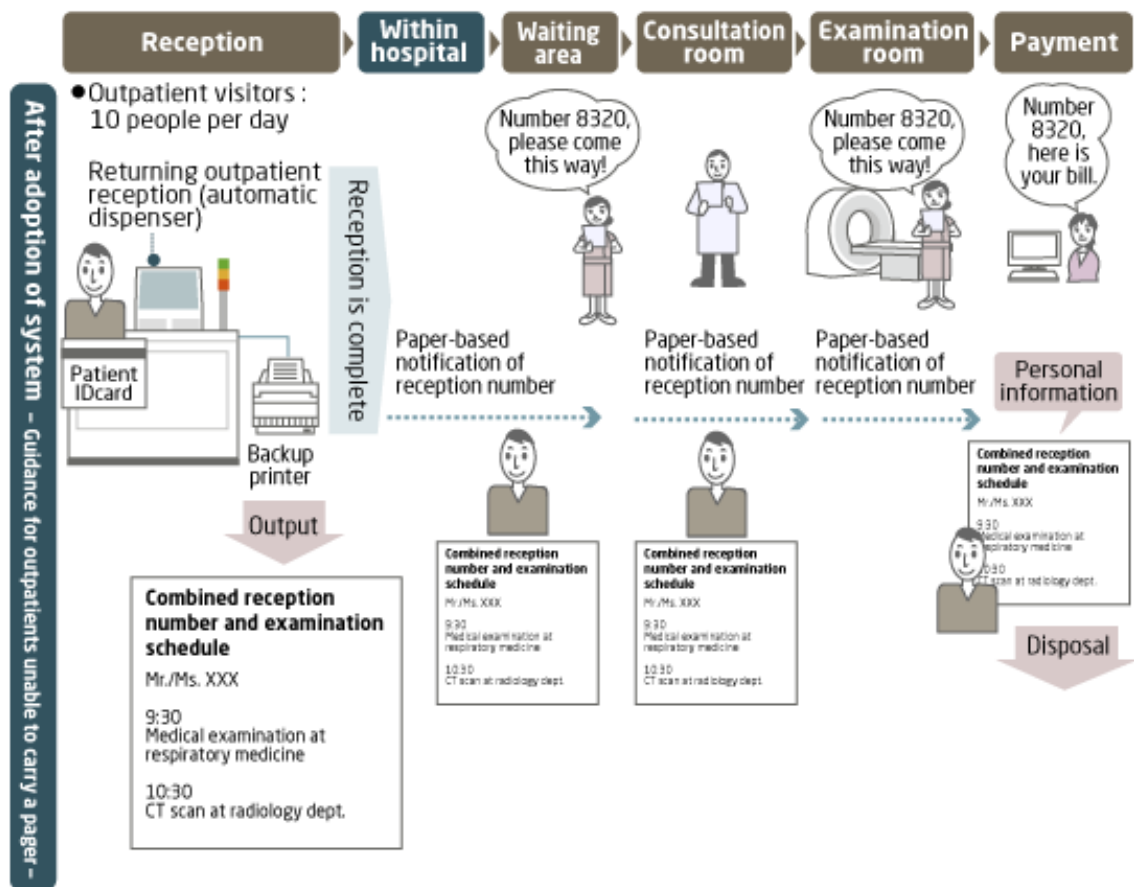
Patient Calling System

Patient Calling System: 2. After (Guidance for outpatients unable to carry a pager)

A system where outpatients are given a pager to guide them smoothly from reception through medical examination to payment at the end.

Assumed conditions of system after adoption

- Outpatients unable to carry a pager (around 10 people per day) are also issued a paper-based combined reception number and examination schedule.



Patient Calling System

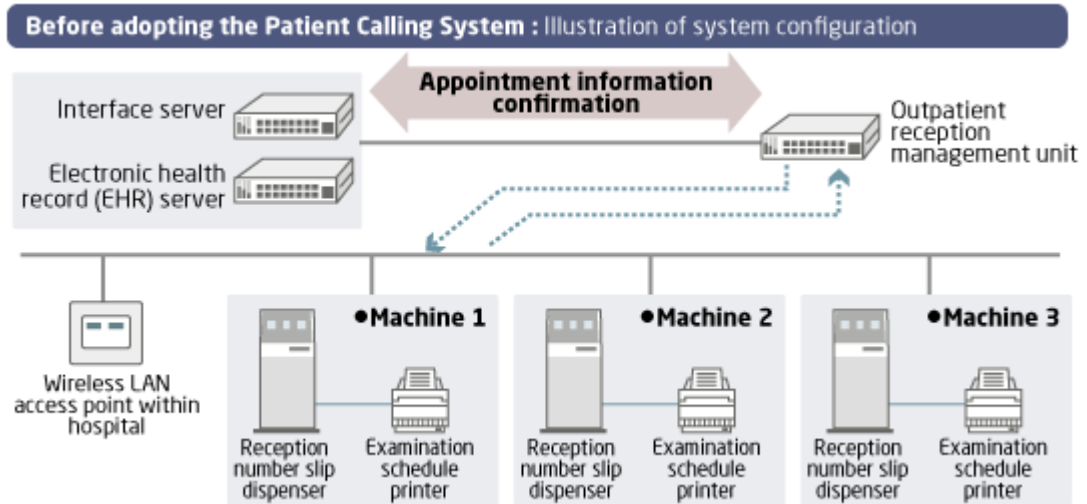
Patient Calling System: 3. Before and After Comparison

| | Before adopting the system | After adopting the system |
|------------|--|---|
| People | <ul style="list-style-type: none"> ● Time spent on calling patients : 15 secs/person 15 secs x 750 people = 187.5 mins Equivalent to 3 hrs in 3 locations* Equivalent to 9 hrs | <ul style="list-style-type: none"> ● Time spent on calling patients : 15 secs/person 15 secs x 10 people = 2.5 mins Equivalent to 7.5 mins in 3 locations |
| Paper use | <ul style="list-style-type: none"> ● Reception number slip (receipt paper) ● Examination schedule (A4) Two types of paper are used for the above. 750 visitors per day, 240 days per year (A4 base: 187,500 sheets per year) | <ul style="list-style-type: none"> ● Issue a paper-based combined reception number and examination schedule for outpatients unable to carry a pager (for around 10 people per day). |
| Object use | <ul style="list-style-type: none"> ● Reception number dispenser : 3 units ● Examination schedule printer : 3 units ● Shredder (Used to destroy personal information on the examination schedule) | <ul style="list-style-type: none"> ● Returning outpatient reception (automatic dispenser) : 2 units ● Pager : 400 units ● Backup printer : 1 unit ● Shredder (Used to destroy personal information on the examination schedule) |

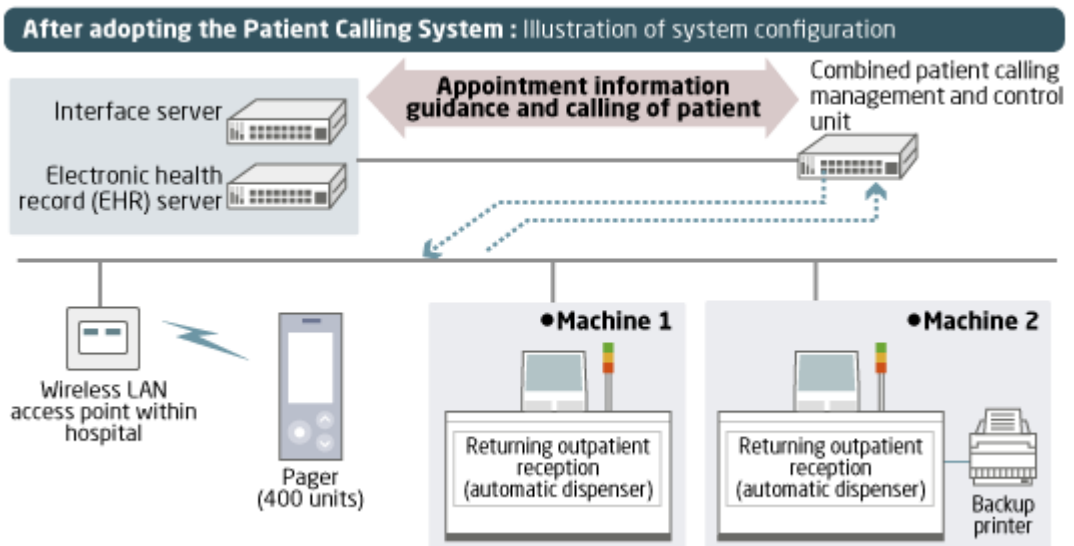
*The 3 locations are the consultation room, examination room and the accounts section for payment.

Patient Calling System

Patient Calling System: 4. System Configuration - Illustration (Before)



Patient Calling System: 4. System Configuration - Illustration (After)



Patient Calling System

Patient Calling System: Environmental Impact Assessment Result

67% reduction in CO₂ emissions due to reduction in paper use and man-hours.

