PATIENT TRANSPORTER MANAGEMENT
RTLS for Hospitals

Intra-hospital patient transfers are an important and challenging aspect of patient care. Patients need to be transferred to operation theaters, scanning rooms, laboratories, and back to their rooms without delay. Very often, patients need to wait for a long time for a transporter to arrive. In healthcare services, every minute counts, as delays and unavailability of staff can adversely impact patient wellbeing.

Automating Patient Transfers - Key Drivers

Patient Experience
Simplify complex processes to ensure faster response time.

Asset Utilization
Gain visibility into utilization and location of movable assets.

Staff Deployment
Quickly locate and deploy staff where they are needed most.

Time to Service
Manage traffic flow to various departments to streamline patient transfers.

Our Solution

SeeMyMachines™ Patient Transporter Application helps nurses to book and track status of transporters in real-time. Nursing stations can initiate transfer requests by entering details such as patient name, pickup location, and destination into the app. The type of equipment required and priority can also be specified.

The application automatically allocates transporters based on proximity to the pickup location and idle time. Transporters are provided with a mobile application that enables them to receive allocation updates and notifications. Movement of the transporter can be tracked from the time the trip is accepted and until the trip is complete. Details of the assigned transporter and deviations in turnaround time are recorded, tracked, and displayed in real time for review by management.

How it Works

Booking a Transporter → Transporter Notification → Collect Equipment Pick Patient → Move Patient → Update Status

Solution Benefits

Operational Efficiency

⊕ Reduced workflow distractions

⊕ Enhanced patient experience as there is more time for patient care

⊕ Improved resource allocations and balanced workloads

⊕ Improved asset utilization

Patient Satisfaction

⊕ Faster response time at point of care: With transporters contactable on the move, patients are attended to swiftly

⊕ Reduced wait time: Wait time and delays are significantly reduced due to improved response time

Employee Satisfaction

⊕ Balanced workload: Automated allocation of tasks ensures even distribution of workload during the shift

⊕ Improved resource allocations: Visibility into transporter proximity, availability, and idle time helps to optimize resource allocation

⊕ Definable break time: Ensures caregivers get adequate time off between assignments

Impact and Savings
Leading Hospital in South Asia

Load conditions

⊕ 300 movements a day, 20 transporters

Person-days saved per month

⊕ 50+ person-days of nursing

⊕ 28+ person-days of transporter desk/supervisor

⊕ 18+ person-days of patient transporters

Response time

⊕ From 24 minutes to 9 minutes (including person-days saving)

✳ Data based on actual implementation at a leading hospital in South India
✳ Analysis compiled after time studies (pre and post-implementation)