

# PACO

## OVERVIEW

The Patient and Care Optimiser is a technology solution built *by* general practice *for* general practice. Our one stop shop solution enables your practice to indentify with our analytics engine, engage with our comms hub, schedule using the patient facing scheduler and care for your patients virtually with our virtual consults module. All of this is constantly fed back into the clinical system meaning no manual effort is needed on the clinicians behalf to update any patient record.

### Analytics

**Actionable insights**  
Enabling data driven decision making to ensure efficiency

**Understand**  
Sign posts to key bottlenecks and issues

**Assurance**  
Ability to monitor and ensure improvement targets are met

### Comms Hub

**Tailored Communications**  
Increase engagement with patients due to personalised messaging and branding

**Efficiency**  
Reduced time to identify and communicate with patients

**Automation**  
Integration to clinical systems to capture communications in SNOMED coding standards resources

### Scheduler

**Improved Patient experience**  
Increase options when booking appointments

**Efficiency**  
Reduced phone calls to the practice increasing admin staff

**Easy Configuration**  
Healthcare practices configure the appointment slot options for patient booking, ensuring control of the appointment book and who the patient sees.

### Virtual Consult

**Engagement**  
Increase engagement with patients

**Efficiency**  
Increase capacity in the Healthcare practice

**Automation**  
No duplication of effort for clinical coding into clinical system

✓ Improved Outcome for Patients



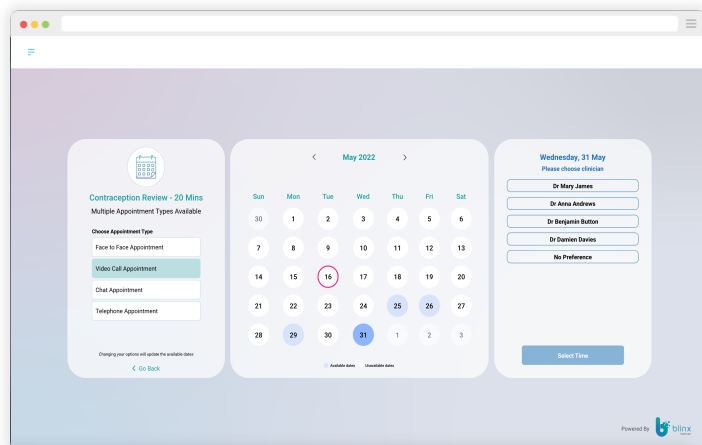
# Scheduler

## DESCRIPTION

The scheduler is patient facing and enables patients to book directly into pre-determined slots for specific appointment types as defined by the Healthcare practice, ensuring patients choice is improved in a process that is still owned and managed by the healthcare practice, so it is controlled. With the patients having direct on-line ability, it reduces the manual telephone call process in practices for routine booking appointments and saves times in practice through the patient only seeing eligible slots for that booking.

Booking options can be configured to ensure patients are not booking too soon, or too far in the future, which increases the risk of DNA. This is further improved by sending patients confirmation and reminder communications for the appointment.

All bookings are automatically captured and recorded in the clinical system.



## WHY IS IT IMPORTANT?

- Booking of appointments is currently handled by phoning Healthcare practices with long wait times for patients and high workloads for admin staff.
- Patients have limited choice on appointment options and normally have to try to take what is offered leading to challenges in balancing against busy personal lives  
Some patients do not engage due to the perceived wait times or slow phone call process, meaning missed
- healthcare improvement opportunities

## WHAT IT DOES

Enables Patients to book appointments directly with the Healthcare practice through a unique and personalised link meaning that the patients books to see the right Healthcare professional and has improved options for booking days/time.

## BENEFITS



### Improved Patient experience

Increase in patient choice, specifically, options for booking appointments



### Efficiency

Reduced phone calls to the practice, increasing staff capacity for other activities



### Easy Configuration

Healthcare practices configure the appointment slot options for patient booking, ensuring control of the appointment book and who the patient sees.

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