

## Optimising Patient Access & improving QAIF scores

### Reduce access inequalities

- Advanced Clinical System integration to route key patient groups of your choice directly to the front of the queue EG: Palliative care, the elderly, or those with cognitive impairment
- Create a customised & simpler phone system menu for those with access issues

### Maximise QAIF scores

- Full and automated data capture to assist with creating an access improvement plan, including non-appointment based demand
- Upload a simple prompt direct from the clinical system to aid receptionists in booking appointments & capturing key data

### Lower phone queues

- Automatic patient callback - Patients not sat in a queue!
- Call demand spread out to suit staff availability

