

Nimble patient flow for your busiest care settings

In high-volume settings like urgent cares, busy clinics, and EDs, Queue Manager keeps everyone up to date. Drag-and-drop patient flow management for staff and real-time, two-way patient communication coordinate each step.

FOR PATIENTS

Transparent wait times, the option to save a spot in line, and two-way communication when it's time to come in or fill out forms make the care experience smooth.

- 1 Patient sees wait times on your website
- 2 Patient saves a spot in line
- 3 SMS lets the patient know when it's time to come in or complete prep

Hi Sarah, you're checked into the Hayes Valley Health ED virtual wait room. We'll update you as your wait time changes and when it's your turn. Keep your phone nearby.

⚠️ If your symptoms worsen or it's an emergency, call 911.

Good news, you're next in line!

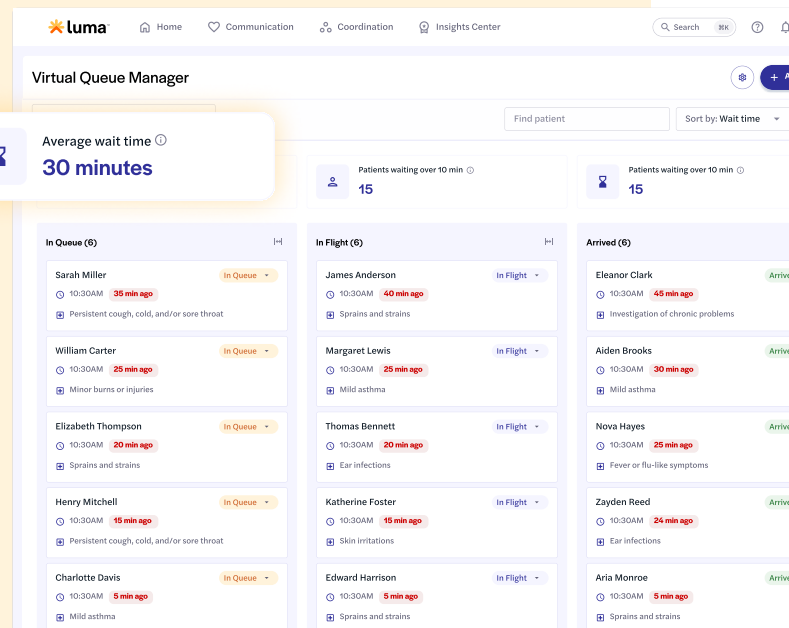
Respond YES to let us know you're on your way.

YES

FOR STAFF

Keep busy clinics moving with at-a-glance visibility, two-way communication with patients who need prep (forms, copays, etc.), and real-time updates for clinical teams.

- 1 Staff quickly visualize overall wait times, which patients have been waiting the longest, and what each patient needs.
- 2 See at a glance who's waiting, or if a nearby location has more capacity.
- 3 Drag and drop to change a patient's status and take the next step
e.g., "In Queue" to "In Flight" to let the patient know they're next to be seen



OUTCOMES

At one health system using MEDITECH:

-47% patients leaving the ED without being seen	-53% wait time before being seen	3.7 fewer hours per patient in the ED
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USE CASES

Keep operations
running smoothly
across many settings

Manage lab workflows

Balance capacity across clinics

Streamline clinic flow

Prepare patients for telehealth

Reduce ED wait times

Your own customized use case

Beyond the Exam Room

Some of the most critical patient touchpoints happen outside of the visit itself.

Need to track who still needs to complete registration? Want to queue patients for billing follow-up before or after a visit? Queue Manager makes it easy to create and customize non-clinical queues that fit your operations.



What a fantastic system! I registered online... after my arrival it only took 17 minutes before my number was called."

Health system patient feedback

Want to learn more about Queue Manager?

→ Contact us at info@lumahealth.io