

# Q-MATIC

*“Beating the Waiting Game”*  
Introducing PAS Integration to  
Patient Flow Management

# Who is Q-Matic

- Swedish Company that invented automated Customer/Patient Flow Management solution in 1981
- Commenced business in Australia in 1991
- Q-Matic has more than 1,000 solutions installed across Australia & New Zealand.
- Over 40,000 installations worldwide

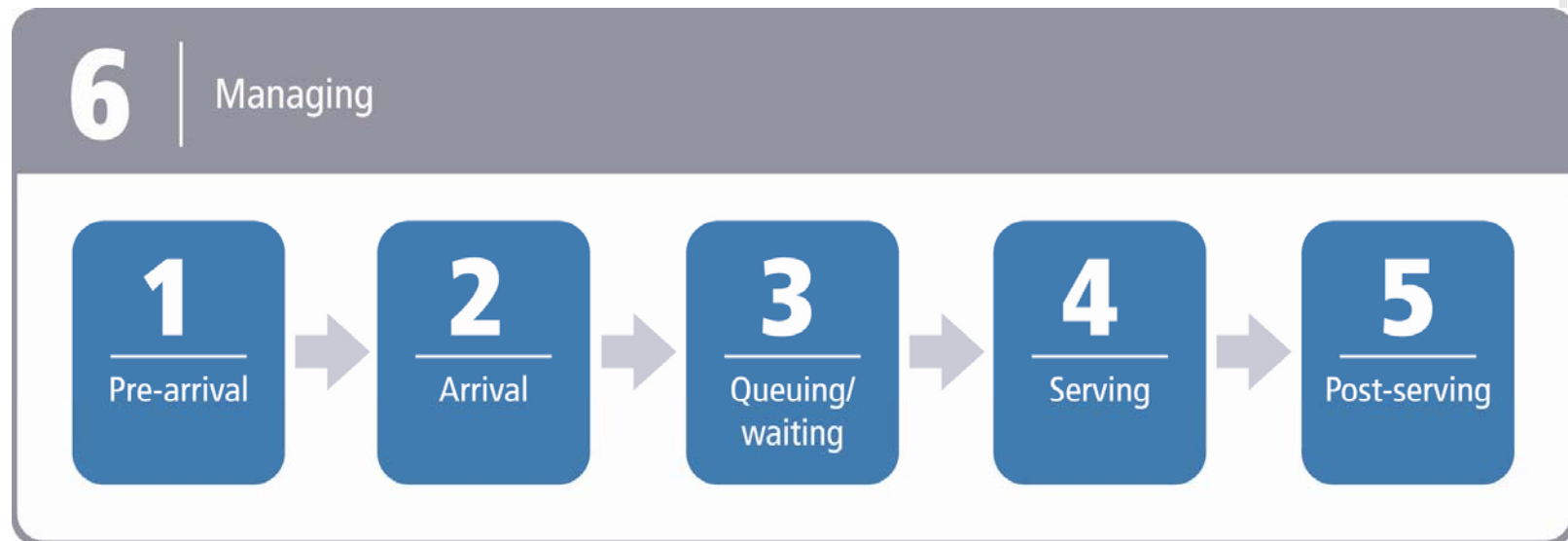


# Patient Flow Management

“Managing the patient experience from pre-arrival to post consultation.”



# PFM manages the whole Patient experience



# MELTON HEALTH SUPER CLINIC

The first super clinic of its type in Australia and the first to implement a fully integrated Q-Matic PFM solution which is integrated with iSOFT's Patient Management System.



# SOME OF MELTON'S SERVICES

## Ambulatory Care programs include:

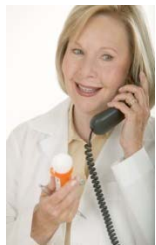
•Multi Disciplinary teams working in the following programs:

- Paediatrics
- Obstetrics / antenatal
- Gastroenterology
- Oncology / Haematology
- Endocrinology / Diabetes
- Orthopaedic
- General Medicine
- Dermatology
- Chronic Disease Management (Hospital Admission Risk Program)
- Day rehabilitation
- Gastroenterology
- Cardiology



# Intake

Referrals  
 Ph. 97477600  
 Fax. 97460668

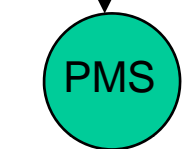
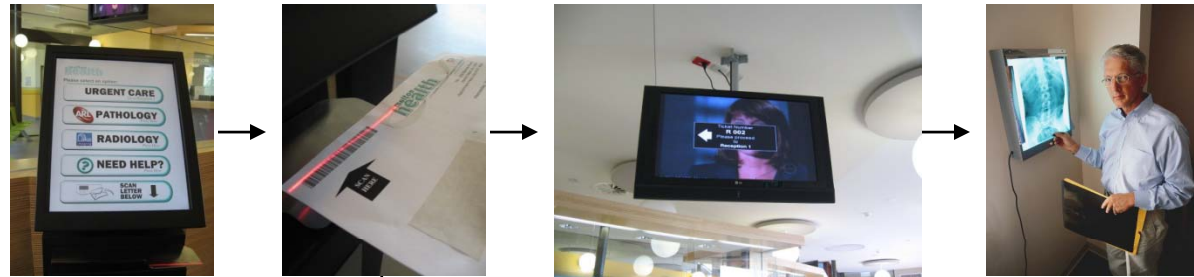


Intake

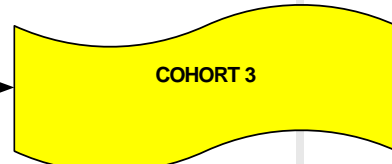
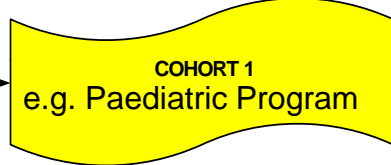
Service Coordination Tool (SCTT)

Initial Needs Assessment

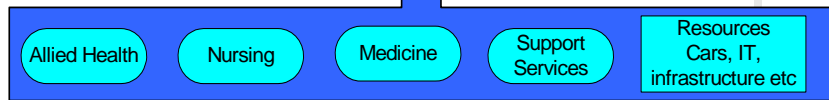
All Appointments  
 Ph. 97477609



CLINICAL STREAMS



SUITE OF SERVICES





# Melton's Documented Outcomes

- Saved \$800,000 in building costs through reduced size of waiting areas
- Now less than 1 in 10 patients need to use reception services saving over \$55,000 p.a. in staffing costs.
- Average wait times for the past 12 months are an incredible 10 minutes & 26 seconds!
- 72% of patients perceived they did not have to wait at all for their service (KPMG 2009)
- 98% of patients perceived that they waited less than 15 minutes (KPMG 2009)
- Melton staff perceived the Q-Matic/iSOFT integrated solution to be a major strength in the model of care provided. (KPMG 2009)



# Q-MATIC

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