



A transversal and longitudinal solution
improving patients and caregivers
experience in emergency departments



Switzerland

A long journey to the PED

Pre-consultation stage

Urgency difficult to evaluate

- non-urgent visits
- delayed visit for serious conditions
- parental stress



PED

Overcrowding

No information about

- # patients coming & conditions
- waiting time (stress, anger,...)

Bad reputation for the institution



After discharge

Incomplete information

- lack of compliance
- treatment failure
- anxiety
- unnecessary ED returns



We have the solution



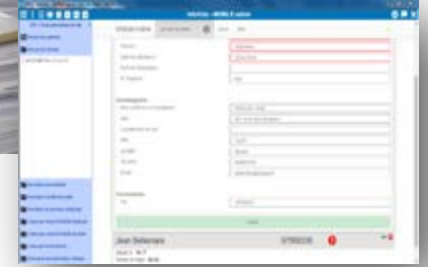
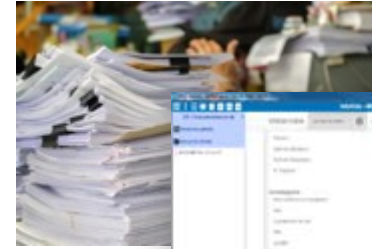
The first information system to support the whole emergency care process.

A comprehensive solution

A mobile app to guide the patients



A support tool for the caregivers



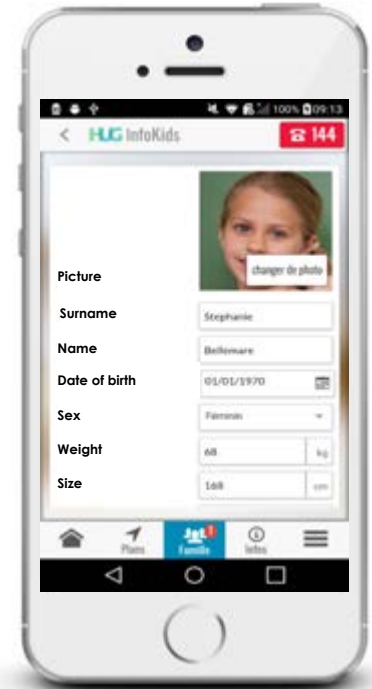
An administrative app supporting the processes



An information screen to improve the wait at PED

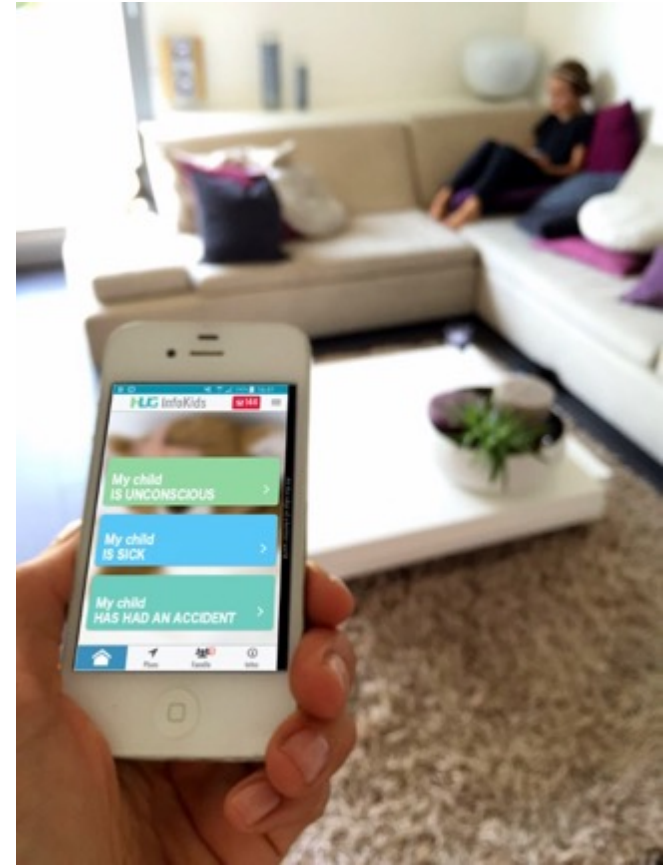
Patient centered care

- Pre-registration of personal informations (incl. chronic conditions, allergies, current treatment...)
- Secured exchange of that administrative data between the patient and the healthcare institution
- Warranties the quality of the administrative data stored in the clinical information system
- Reduces strongly the risk of patients' mis-authentication (medical errors)



At home

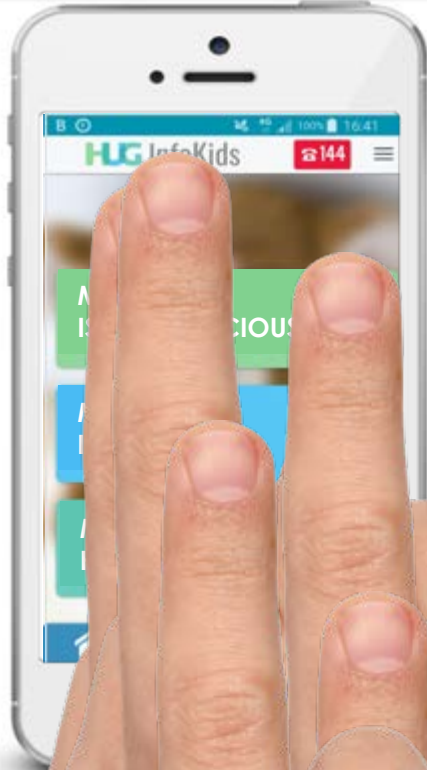
- Parental distress with an injured or sick kid
- InfoKids provides advices on many diseases and supports parental decision upon whether an immediate or delayed medical visit is required
- Life-threatening conditions allow direct connection to the National Emergency call center (144)



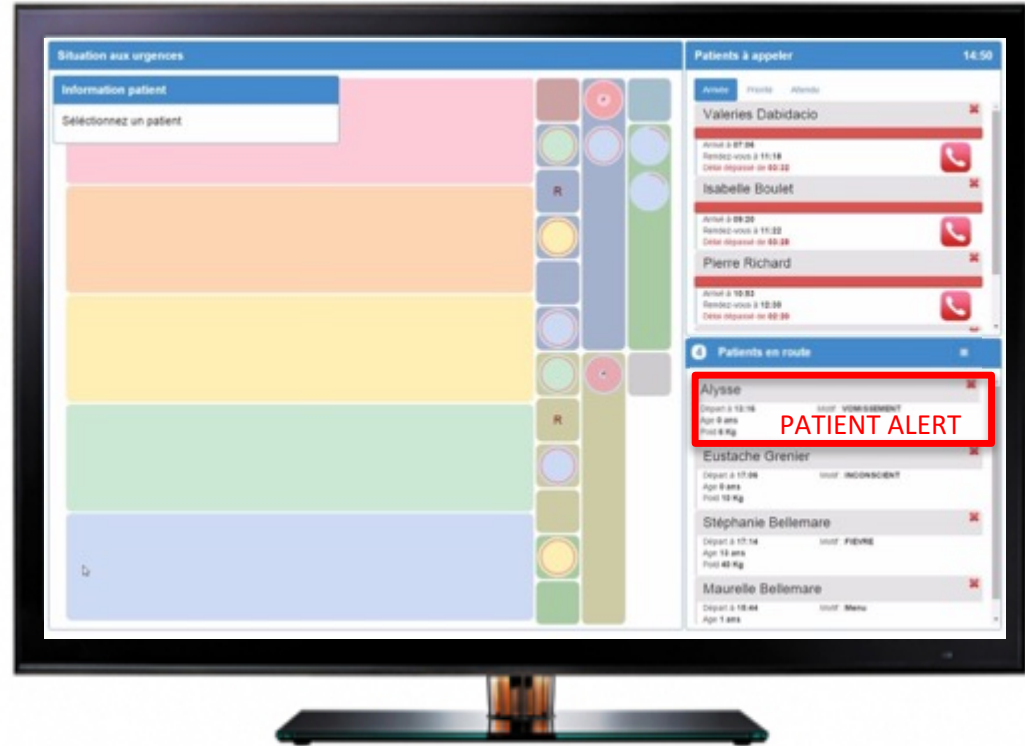
At home



PED



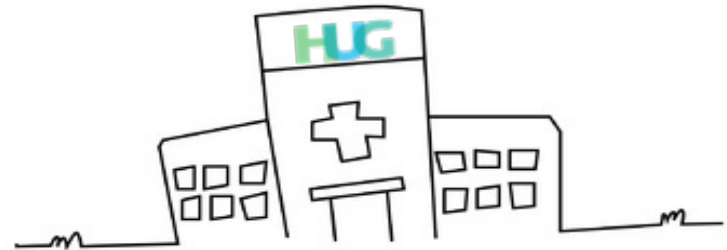
Patient info
(ID, age, TxT,
allergy)



Anticipation = better management



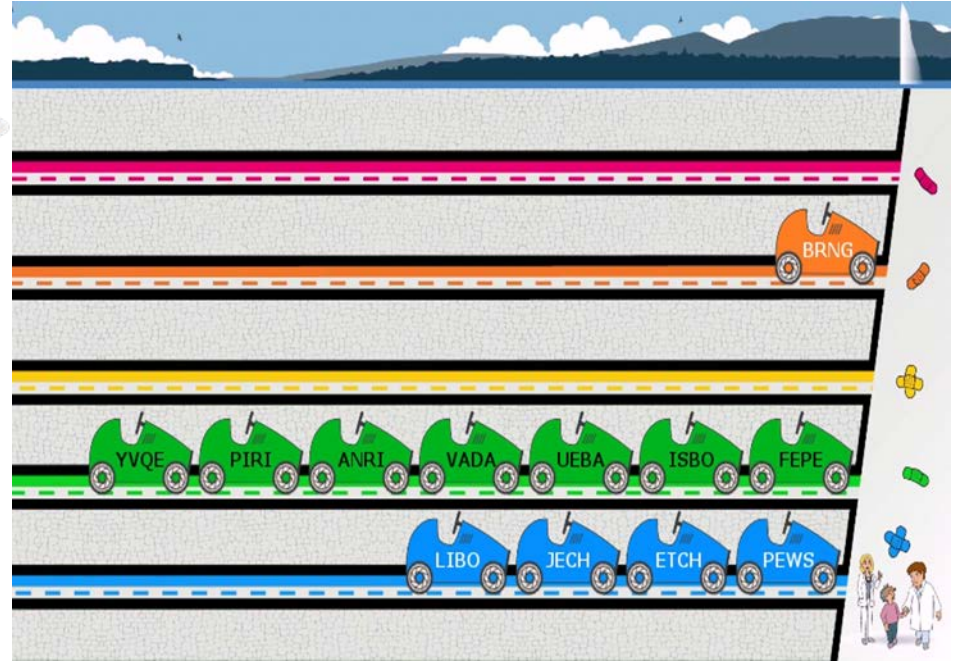
Thanks to the geo-localization, PED also knows the expected arrival time of the patient



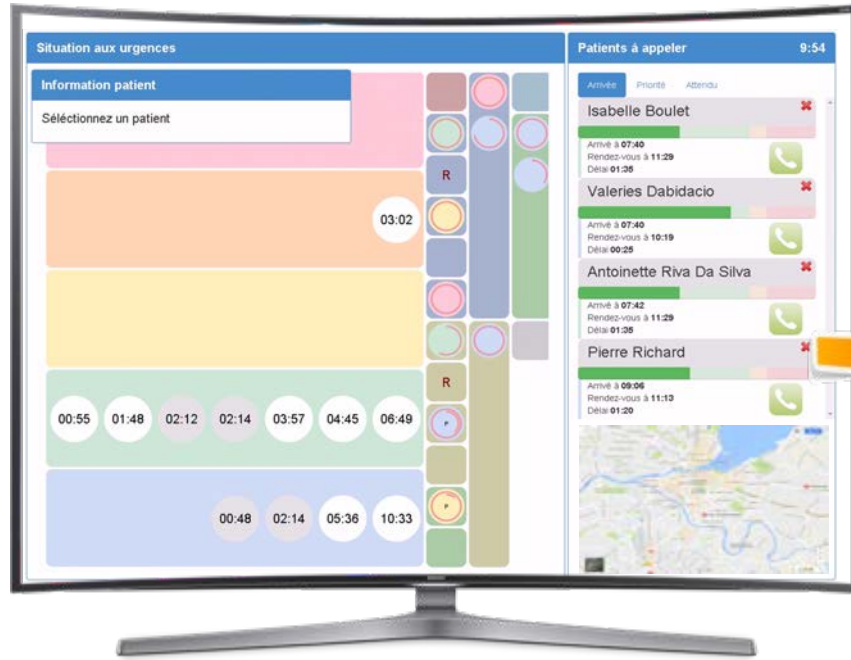
PED: screenview for patients



PED waiting room



PED: screenview for caregivers



Patient flow management system

Color-coded triage status level (5-1)

Waiting room ... and consultation rooms occupancy are displayed in real time

Overcrowded PED: quick evaluation of non-emergent conditions allow corresponding patients to temporarily wait outside the hospital

Recall = one click free SMS

Patient back = immediately seen by physician



Post-consultation stage

Targeted-medical advices based on the DX (ICPC2) at presentation



HUG Hôpitaux Universitaires Genève

www.monenfantestmalade.ch

Fiches Urgences pédiatriques Les auteurs Le livre Recherche

My children just get a
SEVERE ALLERGIC REACTION

Accueil > Mon enfant est malade > Allergique généralisée

Il vient de manger du poisson et il devient rapidement tout rouge, ses lèvres sont gonflées, sa gorge pique et il a de la peine à respirer.

QU'EST-CE QUE C'EST ?

Il s'agit probablement d'une réaction anaphylactique, c'est-à-dire une réaction allergique généralisée. Elle commence souvent par des lésions sur la peau qui sont rouges et qui démangent comme des piqûres d'ortie : l'urticaire. Il y a parfois un gonflement des lèvres. Ensuite, votre enfant peut vomir, avoir des crampes douloureuses dans le ventre et de la diarrhée. Il a souvent la gorge qui pique, une toux sèche sifflante, une voix rauque et de la peine à respirer. Si la réaction continue à se développer, il peut se sentir angoissé, faire un malaise et perdre connaissance.

Cette réaction allergique se propage en cascade à tous les organes en provoquant un spasme des bronches s'accompagnant de difficultés respiratoires et une dilatation des vaisseaux sanguins responsable d'une chute de la tension artérielle.

COMMENT SOIGNER VOTRE ENFANT ?



- Helps parents to better define the seriousness of the symptoms their child presents and when to go to PED instead of GP
- Informs in real time the PED of their coming, allowing better management of resources and regulation of patients' flow
- Connects caregivers, administrative clerks and patients
- Informs on the position in the waiting line, generates SMS as recall if leaving momentarily the PED
- Sends automatically diagnostic-based information on disease management after the visit
- Improves patients' satisfaction and the institutional reputation



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Thank
you



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