A transversal and longitudinal solution improving patients and caregivers experience in emergency departments
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 information screen to improve the wait at PED

An administrative app supporting the processes
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’ miss-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

PATIENT ALERT

My child IS UNCONSCIOUS
My child IS SICK
My child HAS HAD AN ACCIDENT

Patient info
(ID, age, TxT, allergy)

PED

UNIVERSITY OF GENEVA
FACULTY OF MEDICINE
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: screen view for caregivers

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

www.monenfantestmalade.ch

My children just get a SEVERE ALLERGIC REACTION

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.

QUEST-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 dégénèrent comme des piqûres d’apipare. 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, 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
Thank you