

Intelligent Wired Queue Management Systems



Enhancing Patient Experience with Smart Token Management



- Fully Customizable as per queuing needs
- Wired based systems
- Web/ Cloud Based systems
- Enhanced MIS reporting and Analytics
- Helps in organizing waiting area
- Reduced manpower requirement
- Embedded System design
- Flexible and Configurable System
- Effective solution for OPDs
- Stand alone system
- Cost effective



Why Queue Management System ?

A **Queue Management System (QMS)** is used to enhance customer satisfaction, improve operational efficiency, and streamline service delivery. Here are the key reasons for using a QMS:

1. Reduced Waiting Times: By organizing and prioritizing queues, a QMS minimizes perceived and actual wait times, making the process smoother for customers.

2. Improved Customer Experience: Clear communication, such as token displays and updates, reduces frustration and confusion for customers.

3. Efficient Resource Allocation: QMS helps manage staff workload effectively by analyzing queue trends and allocating resources accordingly.

4. Enhanced Productivity: Automated processes free up employees from managing physical queues, enabling them to focus on delivering better service.

5. Data Insights: A QMS provides analytics on customer flow, service times, and peak hours, helping organizations optimize operations.

6. Fair and Transparent Service: Ensures customers are served in an orderly and impartial manner, fostering trust.

7. Integration with Technology: Advanced QMS solutions integrate with mobile apps, kiosks, and other technologies, enabling virtual queuing and remote booking for added convenience.

This system is invaluable in industries such as healthcare, retail, government offices, and banking, where managing high foot traffic efficiently is critical.

Features and Highlights

A **Queue Management System (QMS)** offers numerous features and benefits that make it an essential tool for enhancing customer experience and streamlining service delivery. Below are the key features and highlights:

- **Token-Based Queuing**

Customers receive a unique token (digital or printed) for their place in the queue. Eliminates physical lines, ensuring a more organized and comfortable waiting environment.

- **Multi-Channel Queuing**

Supports walk-in, appointment-based, and virtual queues via kiosks, websites, or mobile apps. Customers can join the queue remotely and arrive just in time for their turn.

- **Real-Time Queue Updates**

Digital screens and announcements keep customers informed about their status in the queue. Reduces uncertainty and enhances customer confidence.

- **Customizable Workflow**

Configurable workflows to suit different industries like healthcare, retail, banking, or government offices. Tailored options for single or multi-service queues, counters, and priority-based queuing.

- **Integration with Mobile Apps**

Provides virtual queuing, token management, and real-time updates directly on customers' smartphones. Reduces congestion and improves convenience.

- **Analytics and Reporting**

Generates detailed reports on metrics such as waiting times, service durations, and peak traffic hours. Offers actionable insights for process optimization and resource allocation.

- **Smart Notifications**

Automated SMS or push notifications to update customers about their turn or delays. Enhances communication and reduces frustration.

- **Multi-Language Support**

Interfaces and announcements can be customized in multiple languages to serve diverse customer bases.

- **Centralized Management**

Unified dashboard to monitor and control queues across multiple branches or locations. Enables centralized decision-making for enterprises.

- **Priority and VIP Management**

Special provisions for prioritizing certain customers, such as VIPs, the elderly, or differently-abled individuals. Ensures fairness and inclusivity.

- **Seamless Hardware Integration**

Integrates with self-service kiosks, digital signage, ticket printers, and audio-visual systems for a complete solution. solutions for businesses of all sizes.

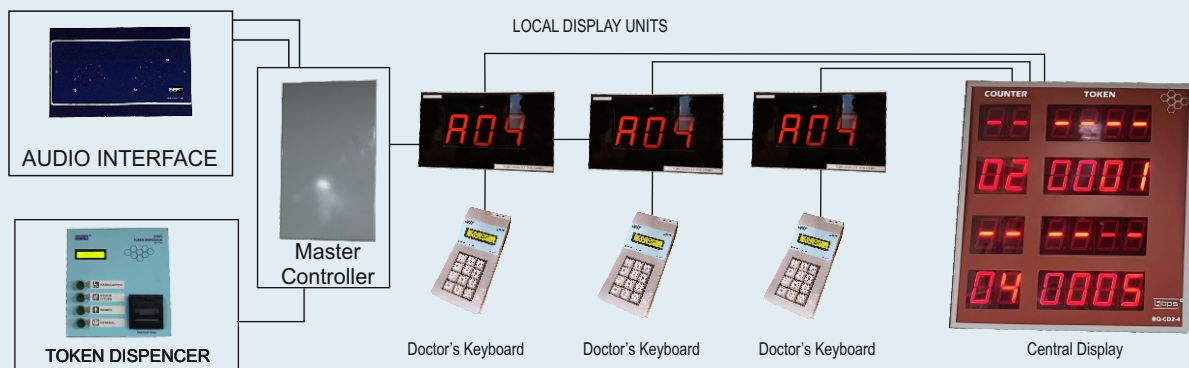
QMSH1 for Hospital OPDs - Wired.

QMSH1 is designed for hospitals with large number of OPDs and large number of patients. The Reception Counter will issue Token for the Doctor's appointment.

Doctor's Keyboard displays the number of patients booked and the current patient number. The Called number is displayed at Local Display Units and also at the Central Display Unit.

QMSH1 is a stand-alone system-not connected with any network or computer. It is proven, tested, reliable and wired system. Each chamber can have different slots for different Doctors and the Queue for each slot can be maintained independently.

- Standalone system
- Micro-controller based
- High speed reliable printers
- Cat 5 simple cabling
- Reliable proven performance
- Support upto 32 chambers
- Cost effective



QMS Flow for OPD Application

1. Patient Arrival & Token Generation

- Patient arrives at the OPD and generates a token.
- Token can be obtained from a **self-service kiosk** or **reception desk**.

2. Token Issuance & Categorization

- Token number is printed/displayed.
- System categorizes patients (e.g., General, Emergency, Follow-up).

3. Waiting Area & Display System

- Patients wait in the designated area.
- **Digital display screens** show the current queue and upcoming numbers.
- **Audio announcement system** calls the next patient.

4. Doctor/Nurse Panel

- Doctors/nurses access a **web-based panel** or **tablet/PC**.

- They can see the patient queue and call the next patient.

5. Patient Consultation

- Patient enters the consultation room when their token is called.
- Doctor records findings and updates the system.

6. Revisit or Billing Process

- If further tests or revisit is needed, system schedules it.
- If consultation is complete, patient proceeds for billing.

7. MIS Reports & Analytics

- Admin can track patient flow, waiting time, and doctor efficiency.
- **MIS reports** provide insights for hospital management.



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