

Provide Patients with Rapid Access to Care

The QLess Solution

Attending to the needs of patients in a timely and efficient manner is an everyday challenge for healthcare organizations. Cloud-based software from QLess dramatically streamlines the delivery of patients with “virtual queues” – enabling your patients to schedule, manage, and wait for their turn or appointment remotely. With QLess, patients are able to check-in through your website via phone call, text, mobile app, or on-site kiosk and conveniently wait from home, or work. Throughout their wait, patients

are updated of their place in line and the forecasted wait time until they are at the front of the line. These informative status updates improve the patient experience by setting expectations and reducing frustration, while also empowering your staff to be more efficient.

Healthcare facilities we serve include:
Urgent Care, ER, Family Practice, Pediatrics, Internal Medicine, Pharmacy, and more!

“QLess is a game changer for us. We have fundamentally changed how we deliver patient care.”

— Mark Behl, Chief Executive Officer,
 Renown Medical Group

How QLess Works For Your Patients



Key Benefits



Eliminate Crowded Waiting Rooms

QLess technology provides an effortless way for patients to quickly access the services they need without waiting in a crowded lobby.



Boost Staff Productivity and Operational Efficiencies

Our interactive platform allows your staff to schedule appointments, manage lines, and even steer patients to less busy times of the day. The result: employees that are better equipped to deliver optimal service.



Reduce Patient Complaints

Timely updates and notifications alert patients as they move to the front of the queue. Fast and efficient appointment scheduling enables patients to feel empowered and in control of their time.



Gain Valuable Insights with Reports

Equip your department with key data to improve healthcare services. QLess Reports provide real-time reporting and analytics for critical decision-making, such as anticipating peak periods to optimize staff productivity.



Enhance Communications and Patient Engagement

Our system offers bi-directional communication between your staff and patients. Likewise, our automated survey feature collects real-time feedback – providing valuable insight to identify procedural enhancements and drive improvement to healthcare services.



Cloud Technology

- » 100% web-based and supported by all standard browsers
- » No proprietary hardware or downloads required, no local servers needed
- » Seamless software updates occur with zero impact on your staff
- » Substantial savings of IT costs and time
- » With a suite of over 180 APIs, we offer seamless integration with any software solution

Mobile Queues

- » Omni-channel queue entry
- » Patients join a virtual queue via your healthcare website, their mobile phone, or at an on-site kiosk
- » Timely updates and notifications alert patients as they move to the front of the queue
- » Instead of waiting in your lobby, patients can wait where they want

Interactive Communication

- » Bi-directional communication connects your staff with patients waiting in line
- » Patients are updated throughout their wait, controlling expectations and reducing frustration
- » Patients can ask for more time, request status updates, or leave the line

Apps

- » Multi-platform availability
- » Patients can download the QLess iOS or Android app with real-time information
- » Kiosk software for easy self-serve check-in

Command Center

- » Easily configure your account
- » Manage your queues per location
- » Manage employee accounts
- » Customize voice and SMS messages by department and transaction type

Dashboard

- » A real-time dashboard displaying each queue and location
- » Improve staff productivity and efficiency with live data and relevant metrics to optimize work flow
- » At-a-glance views of what is currently happening at your locations

Calendar

- » View appointments with day, week, and monthly-based views
- » View appointments for multiple locations simultaneously
- » Schedule appointments on behalf of patients
- » Filter appointments by location, queue, and scheduled resource
- » Resource availability management

Flex Appointments

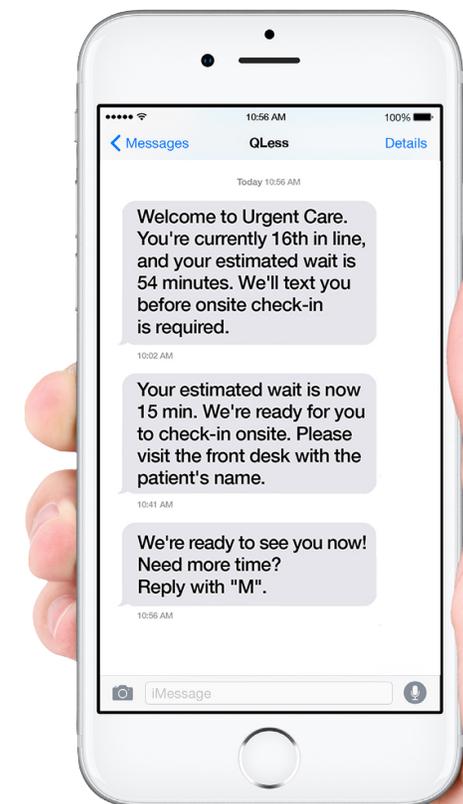
- » Flex Appointments seamlessly integrates walk-ins with your scheduled appointments, preventing long gaps between patients on busy days
- » Collect valuable data such as patient name, ID #, and service need

Tracking and Reporting

- » Access real-time data for each department and location
- » Download data to Microsoft Excel, Access or CSV
- » Reports include no-show rates, return rates, outcome, transaction type, service duration, and delay times
- » View data by hourly, daily, weekly, monthly, yearly
- » Compare locations and track service throughout

Surveys

- » Collect real-time feedback to know exactly what's working and what improvements need to be made
- » Gather valuable insights to optimize staffing, identify procedural enhancements, and drive improvement to healthcare services



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