

Urgent Care

User guide

Urgent Care

IntelliMed has proactively developed a patient-friendly module tailored to urgent care settings. We understand that patients visiting these clinics are often distressed, so our primary goal was to eliminate the cumbersome process of queuing up at the receptionist multiple times for forms. Not only will this enhance the patient experience during a stressful time, but it will also contribute to the sustainability of these clinics.

Why use IntelliMed's UC workflow?

- Improved patient experience
- Streamline administrative tasks associated with UC
- Prevent spread of infection through the use of shared pens/clipboards



Urgent Care

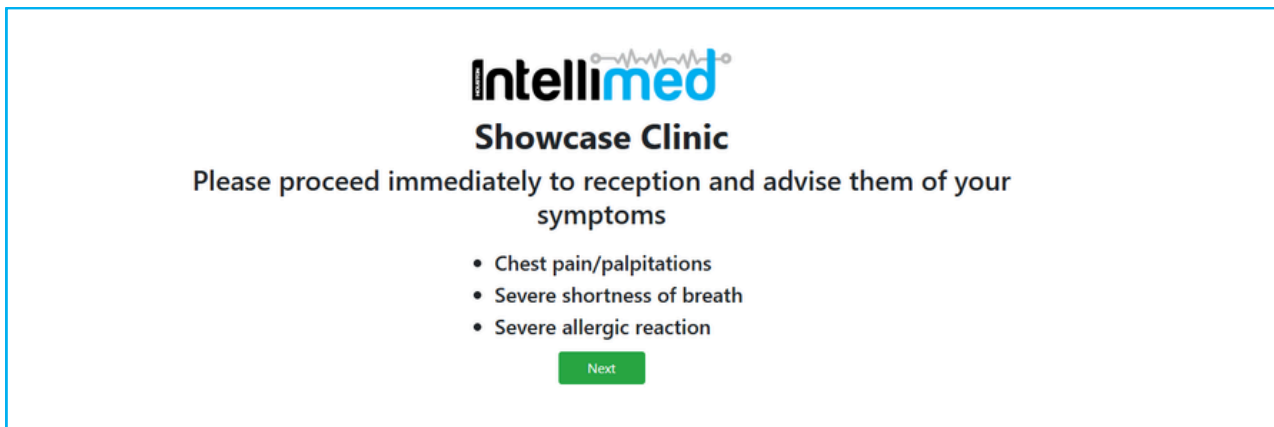
Patient Experience

1

Patient arrives in your clinic. Patient will scan QR code OR use kiosk to complete forms.

2

This is the first page a patient will see, advising them to go to reception if any of these symptoms are present.



Intellimed
Showcase Clinic

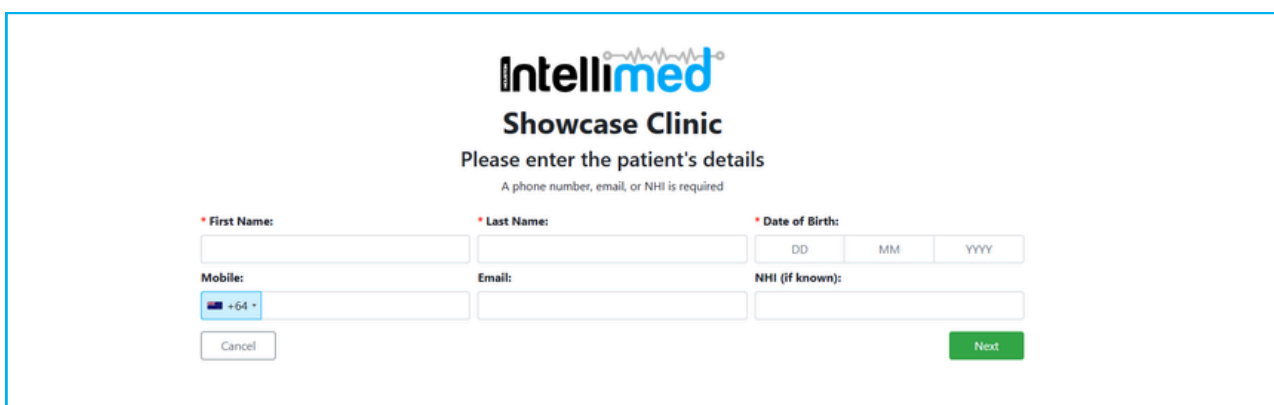
Please proceed immediately to reception and advise them of your symptoms

- Chest pain/palpitations
- Severe shortness of breath
- Severe allergic reaction

Next

3

Patient will enter in their Name, Date of Birth, and either a mobile number, their NHI, OR an email address.



Intellimed
Showcase Clinic

Please enter the patient's details
A phone number, email, or NHI is required

* First Name: * Last Name: * Date of Birth:

Mobile: Email: NHI (if known):

Cancel Next

4

Depending on whether or not the patient has visited your clinic in the past, two different options may appear. If a patient has visited, they will be asked to select themselves. If they have not visited before they will need to press next and enter their details.

The screenshot shows the Intellimed Showcase Clinic interface. At the top, the Intellimed logo is displayed above the text "Showcase Clinic" and the question "Are one of these patients you?". Below this, a note states "Your phone number and email address are censored for your privacy". A table lists patient details with radio buttons for selection:

	Name	Age	Phone	Email
<input type="radio"/>	ZIGGY LI	40 years	021***789	a***y@h***n.co.nz
<input type="radio"/>	None of these			

At the bottom, there are "Back" and "Next" buttons.

OR

The screenshot shows the Intellimed Showcase Clinic interface with the message "No matching patients found." Below this, it says "If you have visited us before, go back and check that you entered your details correctly. Otherwise, press next." At the bottom, there are "Back" and "Next" buttons.

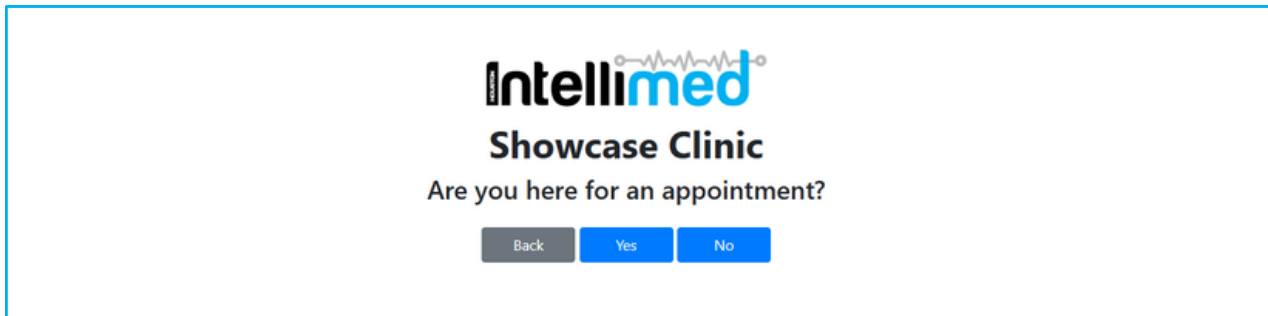
5

In the case a patient exists in your system they will be asked a series of questions.

The patient will be asked if they would like to "enrol at this clinic" if they are existing as a casual patient. If no it will move onto the next questions otherwise they will be redirected to fill out the enrolment form.

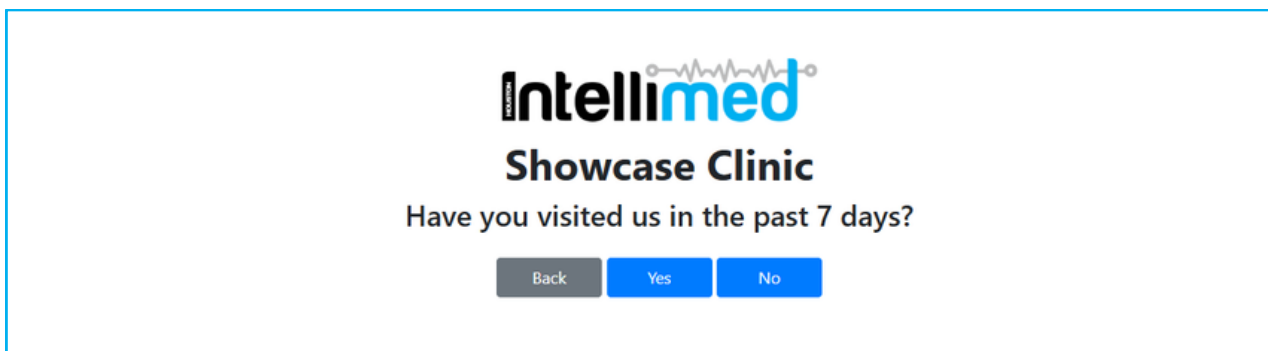
The screenshot shows the Intellimed Showcase Clinic interface with the question "Do you want to enrol at this clinic?". Below the question are three buttons: "Back", "Yes", and "No".

If the patient is here for an appointment the system will attempt to find your appointment. Otherwise it will move onto the next question (below)



The screenshot shows the Intellimed Showcase Clinic interface. At the top is the Intellimed logo, which includes a heart rate line above the word 'Intellimed' and 'EDUCATION' written vertically on the left. Below the logo is the text 'Showcase Clinic' and the question 'Are you here for an appointment?'. At the bottom, there are three buttons: 'Back' (grey), 'Yes' (blue), and 'No' (blue).

If the patient has visited your clinic before and they do not have an appointment, they will be asked if they have visited your clinic within the last 7 days.



The screenshot shows the Intellimed Showcase Clinic interface. At the top is the Intellimed logo. Below it is the text 'Showcase Clinic' and the question 'Have you visited us in the past 7 days?'. At the bottom, there are three buttons: 'Back' (grey), 'Yes' (blue), and 'No' (blue).

- 6 The patient selects yes, they are then asked if they have had an accident or injury. If the patient selects Yes, they will be asked if they have previously sought treatment for this.



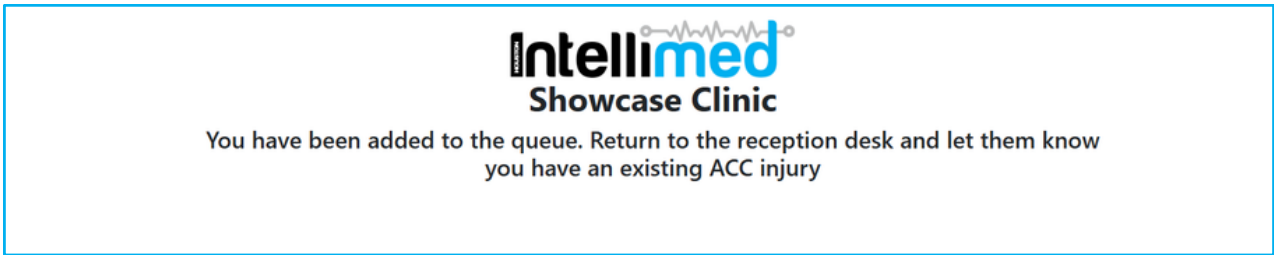
The screenshot shows the Intellimed Showcase Clinic interface. At the top is the Intellimed logo. Below it is the text 'Showcase Clinic' and the question 'Have you had an accident/injury?'. At the bottom, there are three buttons: 'Back' (grey), 'Yes' (blue), and 'No' (blue).



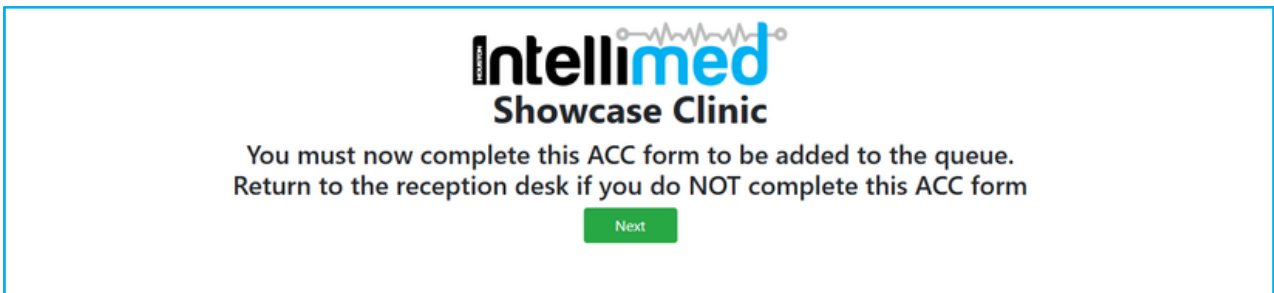
The screenshot shows the Intellimed Showcase Clinic interface. At the top is the Intellimed logo. Below it is the text 'Showcase Clinic' and the question 'Have you previously sought treatment for this accident/injury?'. At the bottom, there are three buttons: 'Back' (grey), 'Yes' (blue), and 'No' (blue).

7

If the patient select's yes to all of the above questions they will be added to the queue. Otherwise, they will be prompted to fill out the ACC form.



ELSE



Intellimed ACC Injury Claim Language

Step 1: Accident Details | Step 2: Employment Details | Step 3: Declaration

Personal Details
Fields marked with a * are required

NHI Number (if known): * First Name(s): * Family Name/Surname: * Date of Birth:

e.g. ABC1234

Accident Details
Fields marked with a * are required

* Accident Date: DD/MM/YYYY | Accident Time: --:-- | * Accident Scene: | * Accident Location: Hamilton City

If sporting injury, name sport: | Did the accident involve a moving motor vehicle on a public road, driveway or beach?

* Did the accident occur in New Zealand? Yes No
* Did the accident happen at work? Yes No

Accident Description
Fields marked with a * are required

* Which part of your body is injured? e.g. left wrist
Which part of your body is injured? e.g. left wrist

* What were you doing? e.g. cleaning the kitchen
What were you doing? e.g. cleaning the kitchen

* How was the injury caused? e.g. slipped on wet floor

Please select the body part that is injured. Tap body part again to unselect.

Front | Back
Right | Left | Left | Right

8

If the patient select has not been seen in the past 7 days they will be redirected to fill out the casual form.

Urgent Care Admin portal

1

Once you have logged into your admin portal – you will be met with this screen where you can see all your urgent care patients. This page will refresh regularly to capture new entries.

Encounters ACCAS Casual Enrolment Re-enrolment Urgent Care Check-in EzyScan QuickShot Showcase Clinic Messages Admin Settings Reports Feedback Support Fps

Urgent Care

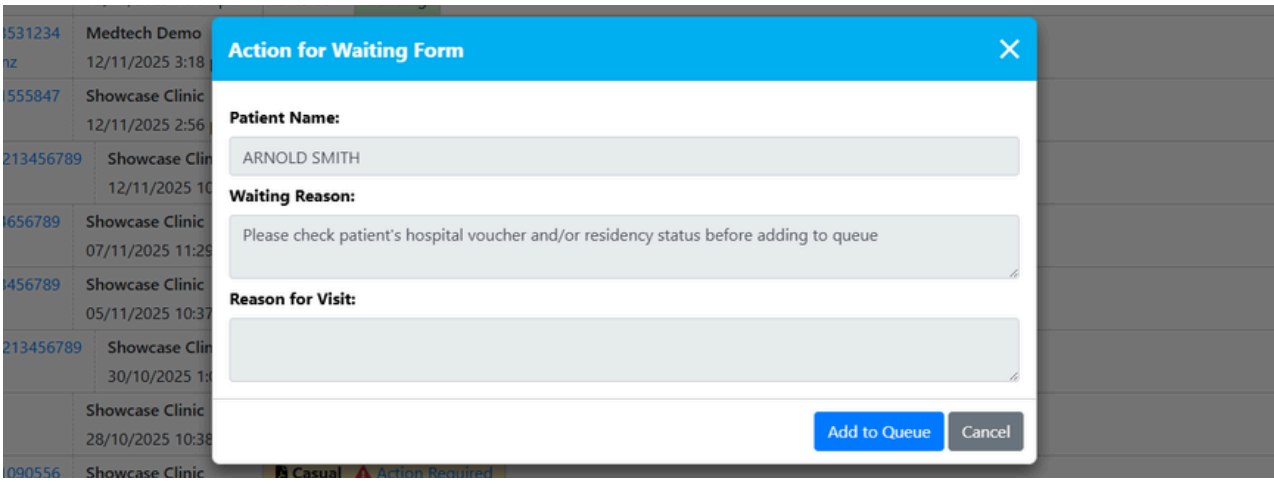
Name	NHI	Date of Birth	Started At	Comment	Completed	Practice	Status	SEARCH	RESET
Tui Li #10179 - Adult	+64213456789 anthony@houston.co.nz	02/04/1985	Showcase Clinic 09/12/2025 11:16 a.m.	Casual Action Required Matched patient(s) found	Queue	Waiting			
ARNOLD SMITH #10234 - Adult	+64213456789 aaa@gmail.com	08/09/1999	Showcase Clinic 05/12/2025 2:28 p.m.	Casual Partially Entered	ACCAS	Queue	Pending		
ARNOLD SMITH #10187 - Adult	+642134567 aaa@gmail.com	08/09/1999	Showcase Clinic 05/12/2025 12:38 p.m.	Casual Partially Entered	ACCAS	Queue	Pending		
ARNOLD SMITH #10134 - Adult	+64213456789 aaa@gmail.com	08/09/1999	Showcase Clinic 04/12/2025 4:11 p.m.	Casual Partially Entered	Queue	Pending			
ARNOLD SMITH #10192 - Adult	+64213456789 aaa@gmail.com	08/09/1999	Showcase Clinic 04/12/2025 9:44 a.m.	Casual Partially Entered	Queue	Pending			

2

As admin staff, you will need to action any fields that appear as purple or yellow.

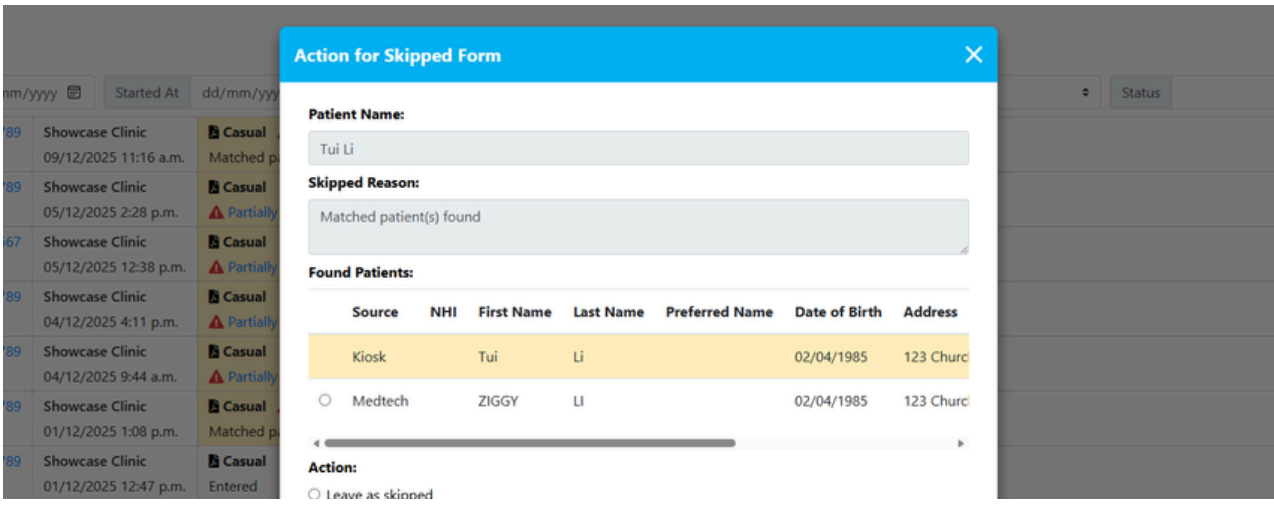
Queue

This status means that the patient is currently waiting to be added to the UC queue.



Action required

This will require manual intervention by an admin staff member to view and look at reasons as to why that patients' status appeared as such.



Urgent Care

Tips & Tricks

The **urgent Queue** view is the best way to have insights to patients that are in the process of filling out forms and to pick up patients that might need a bit of a hand

The records that show up here are:

- Forms less than 24 hours old, and
- Have not been successfully added to the urgent care queue.

Some examples of this are:

Robot is processing:

MR [redacted] #34900	[redacted] +6427 [redacted]@com	[redacted] 03/05/2024 4:25 p.m.	Casual Status: Entered	ACC45 Status: Processing ↻	Queue Status: Processing ↻
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In this case the patient has entered all of the forms needed, and the automation is in the process of entering them onto the queue.

Patient hasn't filled out all the forms:

MS [redacted] #35156	[redacted] +6427 [redacted]@yahoo.com	[redacted] 06/05/2024 8:45 a.m.	Casual Status: Entered		
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You will also see cases where the patient doesn't have all the forms, this could be for a couple of reasons. Bear in mind that not all forms are required by all patients, except for the "Queue Status" entry as this is the status of if IntelliMed has successfully entered the patient onto the queue or not.

- a. The patient is in the process of filling out the other forms.
- b. The patient has stopped filling out the forms and has not reached the end of the workflow, it is these cases that need to be followed up by a receptionist to check if the patient needs a hand in completing the process.

Urgent Care Helpful Tricks & Common Scenarios

Urgent Care

Statuses

The patient fills out the forms; There is then an automated process that enters this information into the Patient Management System (PMS). This process can sometimes take a bit of time to complete.

Because of this the status of a form represents the where the automated process is up to.

 **Casual Status:**  Action Required

Tried entering the form 3 times but failed each time

Red Action Required Status

If you see a red "Action Required" alert, IntelliMed will handle it. However, if it has been five minutes or more since you first noticed the alert and it hasn't been resolved, please manually process the patient.

Pending

A pending status simply indicates the form is waiting to be processed by IntelliMed, as it is currently occupied with another form.

Processing

The form is currently being processed by IntelliMed.

Entered

The form has been successfully entered the PMS.

Skipped

A form has been manually marked by a human to be skipped by IntelliMed.

Action Required

IntelliMed has encountered a decision that it is not able to resolve itself. Because of this, it requires some human input to determine how it should proceed.

An example of when this may occur is when an enrolment form for a new patient to the clinic is entered, but a matching, existing patient has already been found.

Urgent Care

Information icons



Patient requests no notes to be sent to their GP.



Not a resident of New Zealand



If the patient has come in with a hospital voucher.