Problem-Solution for Self Service Kiosk
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Issue
It is a well known fact that US population has an increasing demand in healthcare services. In addition, the baby boom generation and the following ones are seeking more preventive care and elective treatments than previous generations since choices of treatment have also kept increasing due medical advances(1). The ability to provide timely and flexible delivery of care together with functional information becomes an important differential for a patient. In the case of on-site clinics, the clinic has the advantage of knowing their specific population and, with the right tools, the illnesses that may be working with. Self Service kiosk can be used in conjunction with on-site clinics to provide not only useful information, but also healthcare delivery and preventive medicine.

Literature
Traditionally, healthcare kiosks are used to provide information. This functionality ranges from retail chains or pharmaceutical companies providing information of over the counter medications to major insures that facilitate access to their services. Searching and printing physician and hospital database information, healthcare, drugs and medical issues are typical functionality of these kiosks (3). Self service functionality has not been fully exploited since its operation must enforce confidentiality of the doctor and patient relationship and protection in the privacy of medical data (2). It wouldn’t be advisable to exchange sensitive data in a public kiosk unless it contains all the mechanism to ensure the proper identification of the patient and its privacy. Therefore, a self service approach is mainly oriented on the registration area for instance, Hospitals typically self service kiosk for patient registration and insurance verification, hence eliminating business office staff, increasing patient throughput and reducing the use of paper based records(3).

Gap
The use of self service kiosk is mainly for patients check in or to collect basic demographic data and vital signs like blood pressure. In the case of on-site health clinics, self service kiosk brings an opportunity to provide and collect information and services to the specific population of the clinic. For instance, an on-site clinic that provide services to employees of a retail store could locate self service kiosks that allow the staff to request appointments, information of their specific treatment, condition and drugs, and, with the proper security, retrieve test results or even have a remote live consultation with an RN or physician.

Approach
The design of the Kiosk should be based on the client company to be treated. The typical
services or information required for each company may be different. The type of patients that you have in a corporate environment should find topics like “Managing your weight while traveling” more appealing than “How to avoid back injuries” which might be more useful for our retail population. The information on the kiosk should not be static; it should be updated based on the demographic and clinical data of the patients visiting the clinic. For example, seasonal data should be available during allergies and flu periods. If an outbreak of sexually transmit disease is detected, it will be useful to load kiosk with information of how to prevent, detect and treat such conditions. In addition surveys should be available any time for employees to review their experience at the clinic and improve operations.

Method

Our team suggests reviewing the list of customers of the on-site clinics and classifying them in profiles to define initial data available for public review. The physical design of the Kiosks should require a connection with the on-site clinic scheduling system to provide appointment services. It also needs biometric fingerprint authentication to provide access and printing to sensitive data like tests results a touch screen, and regular keyboard to provide demographic data in the check in capability. Processes should be defined to update kiosk information content and surveys must also be designed and updated in a regular basis to collect patient feedback.

References