



# Aionex Patient Communications

*Time to make a difference.*



# Workflows

## *Patient-Centered Communications*

***Aionex Patient Communications*** centralizes patient communications and ensures that all patient-related tasks are completed in a timely manner.



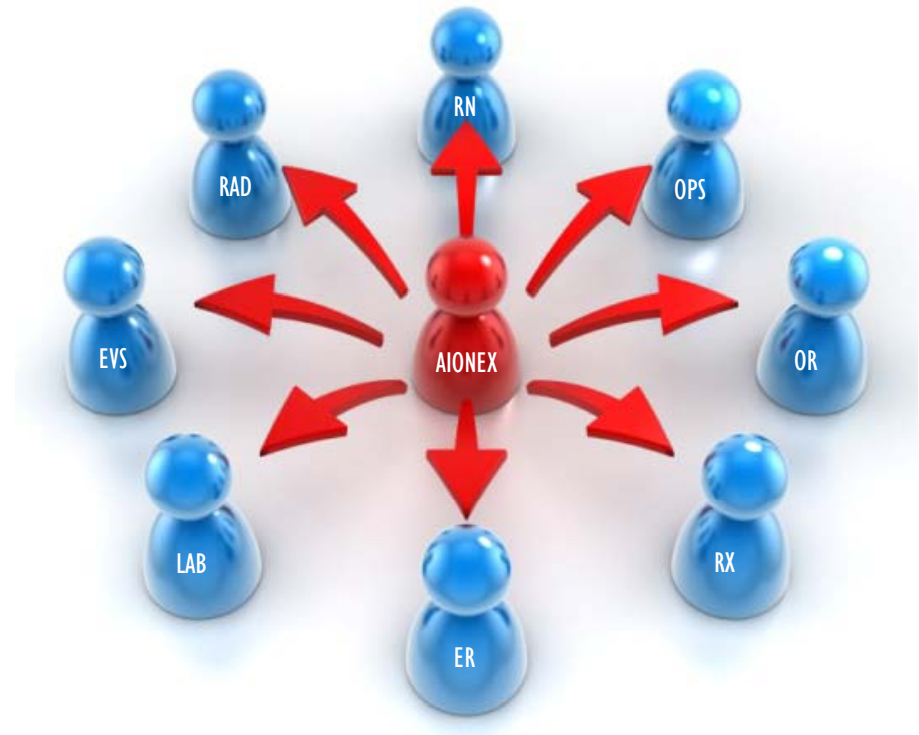
- Patients receive a personalized response
- Task triage and dispatch in less than 30 seconds
- Can be located anywhere
- Can manage multiple facilities

# Ancillary and Support Workflows

## *Organizational Communications Consistency*

Tasks are immediately dispatched to the appropriate caregivers as soon as requests are received, which reduces staff distractions and provides a quieter, healing environment for patients.

- Electronic task notifications and escalations – no task is overlooked
- Tracking and automatic closure when task is completed
- Real-time and retrospective reporting identifies process improvement opportunities



# Sample Report

## *Top 10 Patient Requests*

Task	Total Requests	Average Response Time (Minutes)	Average Target (Minutes)	Target Difference (Minutes)
IV Pump Beeping	569	5.9	5.0	-0.9
Wants to See Nurse	519	7.3	5.0	-2.3
Called, No Response	379	3.7	4.0	+0.3
Requests Pain Medicine	302	13.2	15.0	+1.8
Wants to See Patient Care Technician	127	6.2	5.0	-1.2
Leads Off	114	2.7	3.0	+0.3
Help to the Bathroom	104	5.6	5.0	-0.6
Medication at Tube	99	0.0	0.0	0.0
Called, Can't Understand Patient	90	3.7	2.0	-1.7
IV Check	58	7.0	5.0	-2.0