

IQ Intelligent Queue System

For Specialist Hospitals



Presented by: IQ Aktif Resources Sdn. Bhd.

IQ Intelligent Queue System is designed to optimize patient flow in specialist hospitals, ensuring seamless operations and enhanced patient experience. Trusted by leading medical institutions like Pusrawi Hospital Sdn. Bhd. and KPJ Ampang Putri, our system provides a comprehensive solution tailored for hospital environments.



Overall Build Diagram

Step-by-Step Process:

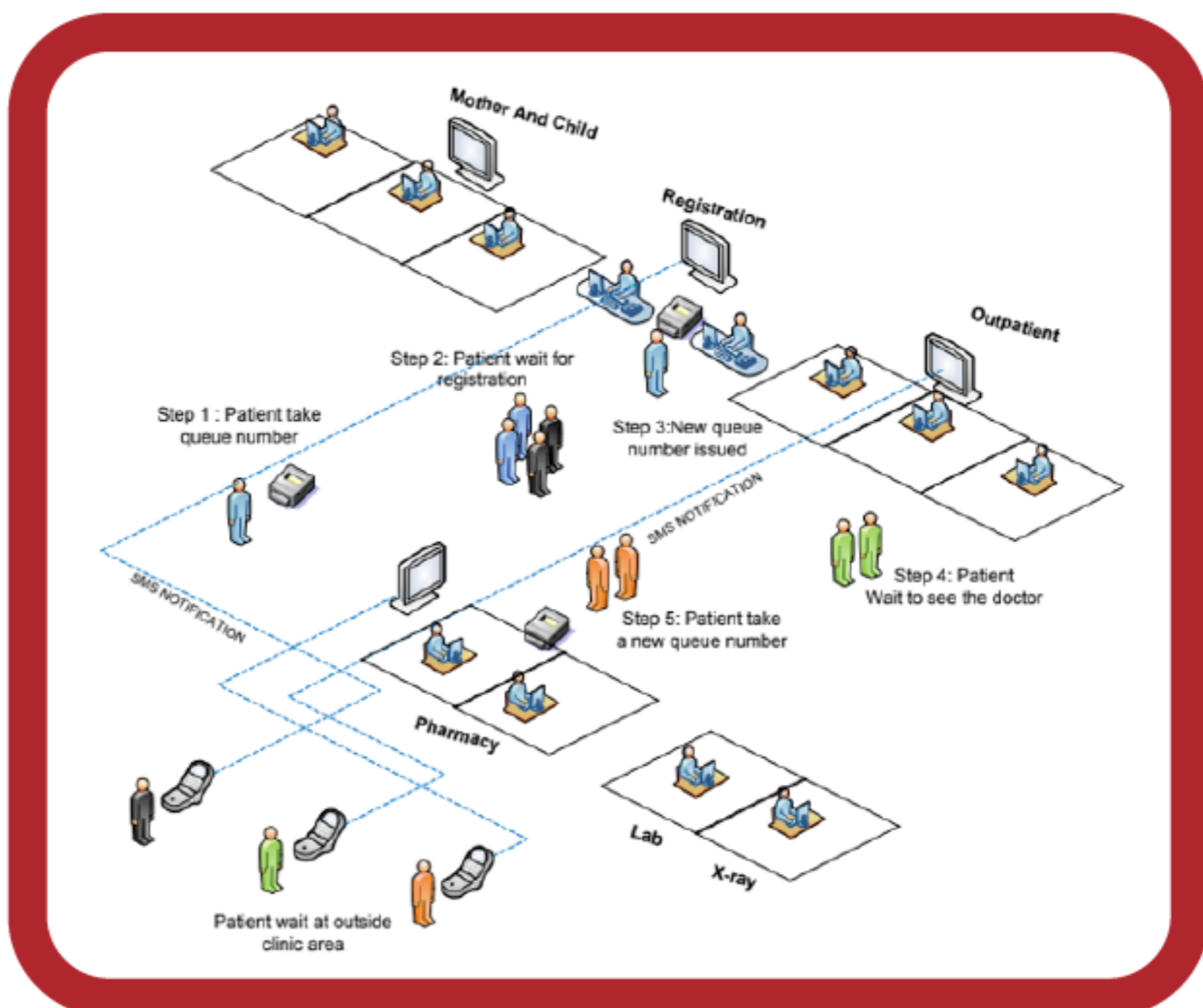
Step 1: Patient Takes a Queue Number

Step 2: Patient Waits for Registration

Step 3: New Queue Number Issued

Step 4: Patient Waits to See the Doctor (Outpatient Department)

Step 5: Patient Takes a New Queue Number (Pharmacy Services)



This queue system enhances hospital efficiency, reduces patient waiting times, and improves the overall patient experience by ensuring a structured and organized flow of services.



18-1, Block F, Jalan Sunsuria 1B/3, Jasper Square, 49000 Sepang, Selangor, Malaysia



admin@aktif.my



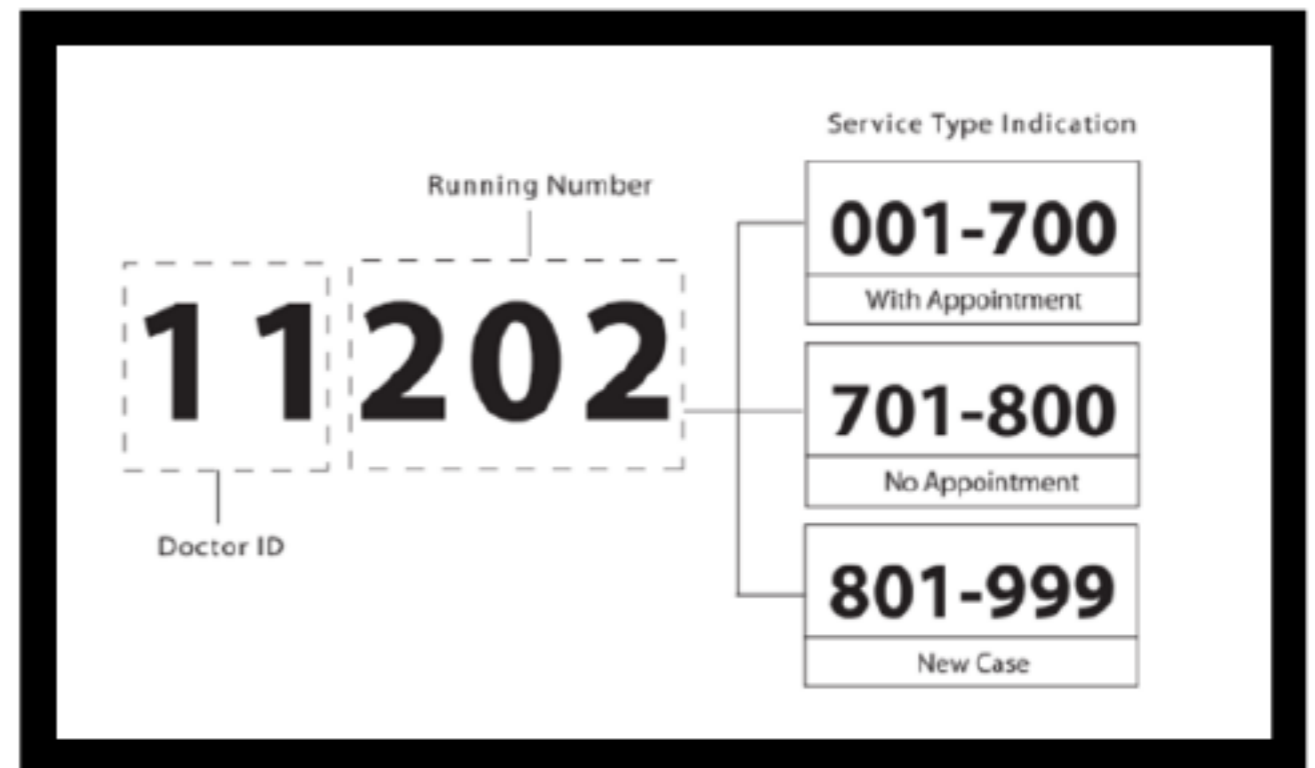
www.aktif.my



Features & Benefits

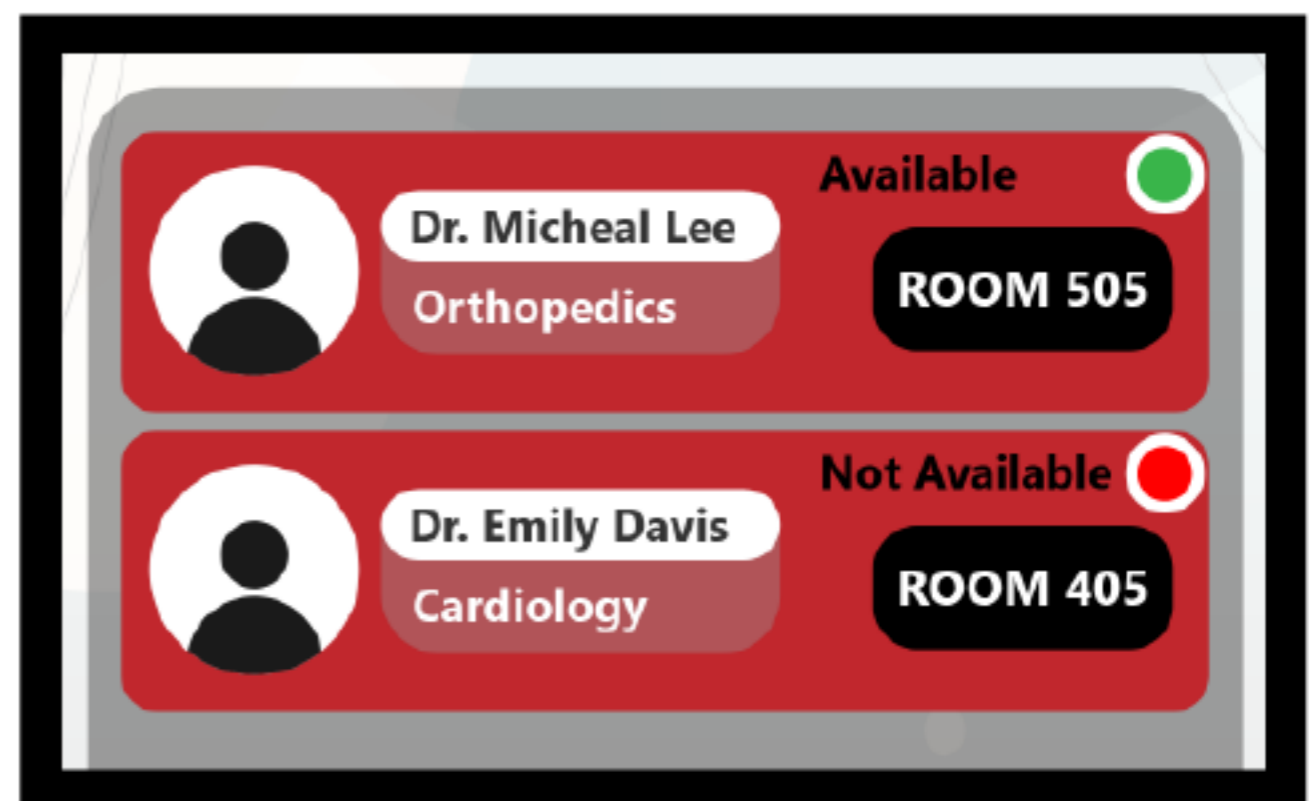
1. Single Queue Number or Specialized Queue Number based on Doctor, Room, or Department.

2. Queue Numbering Scheme, Doctor ID or any numbers can be replaced with Alpha Characters.



3. Doctor Status, Availability display on screen.

- a. AVAILABLE
- b. NOT AVAILABLE with notes/remarks
- c. Display Waiting Queue Count

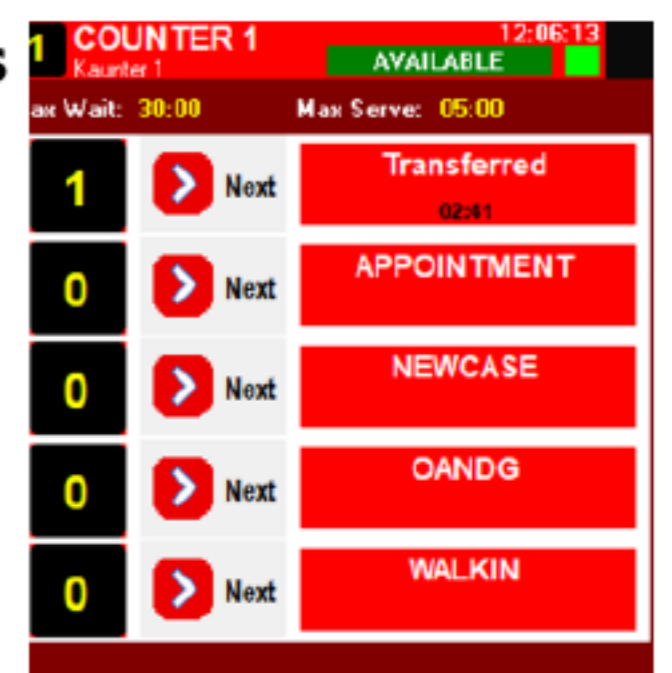


4. Call Terminal Windows Based Application

- Small window bar will be displayed on top of other applications
- The window bar can be dragged to anywhere you like
- Transfer Queue Number between Department
- Logging as specialist
- Click on logo will display more detailed services with customer waiting time
- The number of lefts indicates total queue in waiting for the services
- Click on the total queue number will display more details
- Set doctor availability status with notes



Android Based Application





Features & Benefits

5. Ticket Dispenser

Stand Kiosk/Table Kiosk with QR Code/barcode scanner

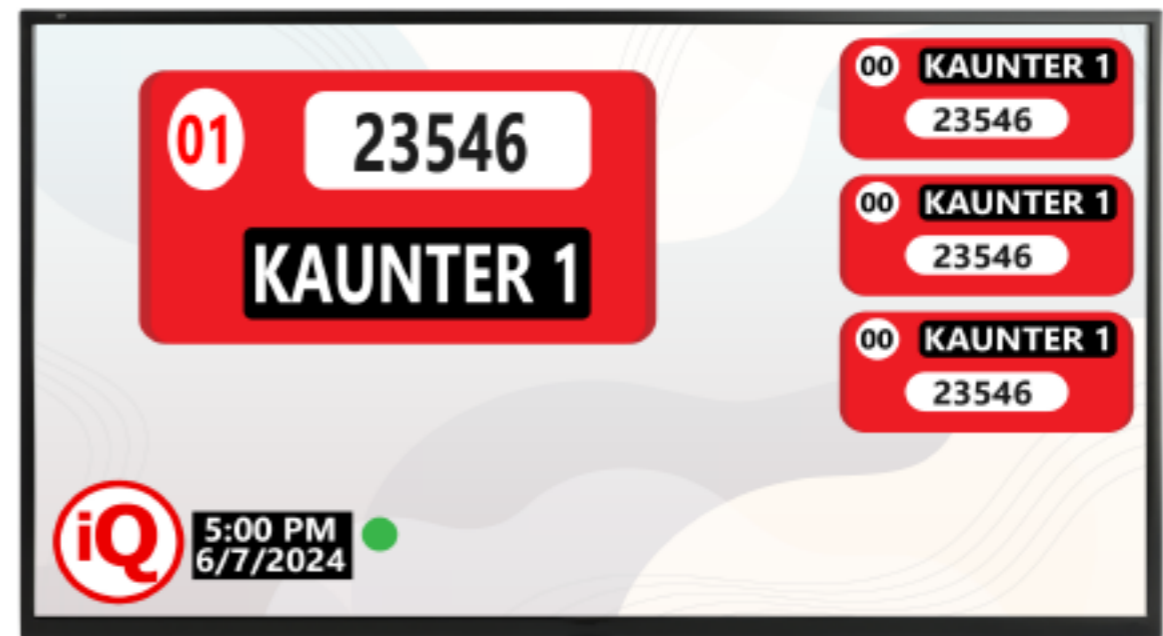
- a. Queue Reminders
- b. Able to track when transferring to various department/services
- c. Notification through SMS/email/WhatsApp
- d. Quality of service rating



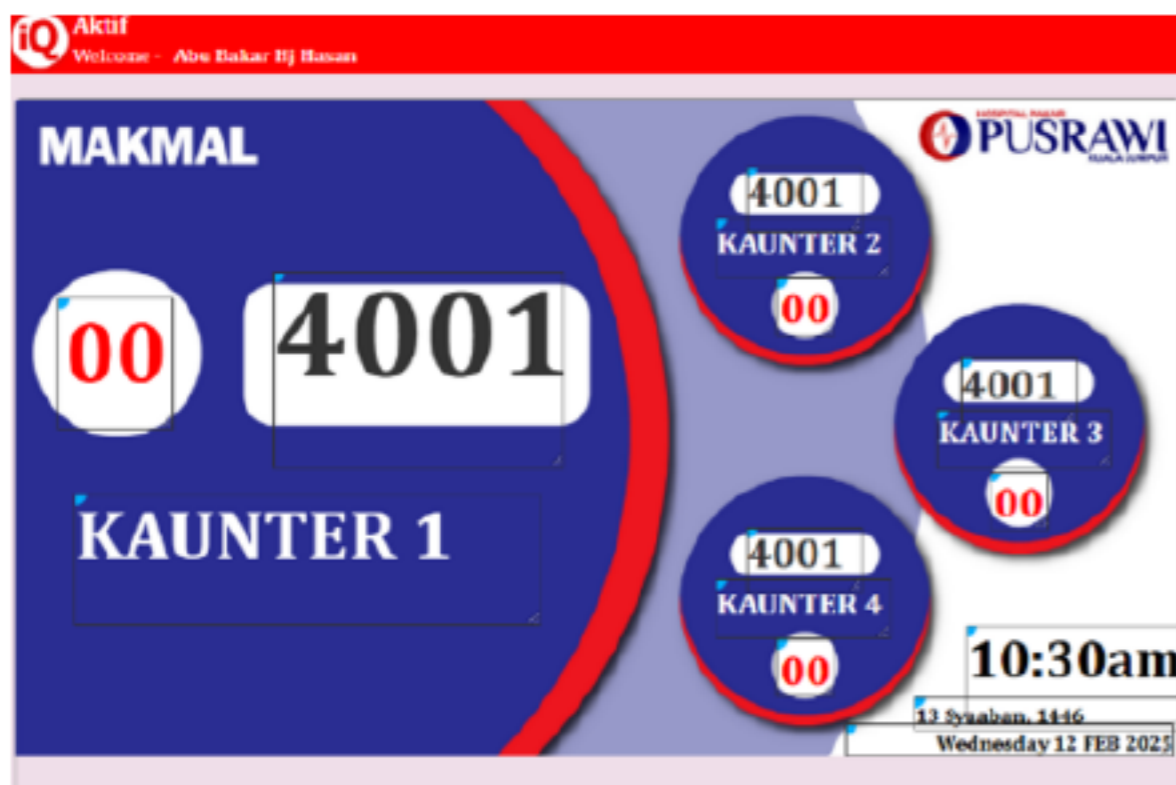
Stand kiosk & Table ticket dispenser

6. Display

- a. Run Smart android tv, Google TV or Android Box
- b. Various layouts and configurable from website



- c. Live tv or video as background
- d. Display doctor status/availability



7. SMS/Email/WhatsApp's Reminder

- a. Registration Queue Number Notifications
- b. Waiting Queue Reminders
- c. Next Day Appointment Reminders
- d. Previous day unattended appointment reminders

Phone Number: +60175376729

Address: [Field]

Templates: SELECT TEMPLATE

Message: [Field]

Reply Code: [Dropdown]

Include Reply Footer:

Pick a Date: [Field] Pick a Date

* Pick a date if you plan to set future date and time on sending sms.

Send Save Template Delete Template



Features & Benefits

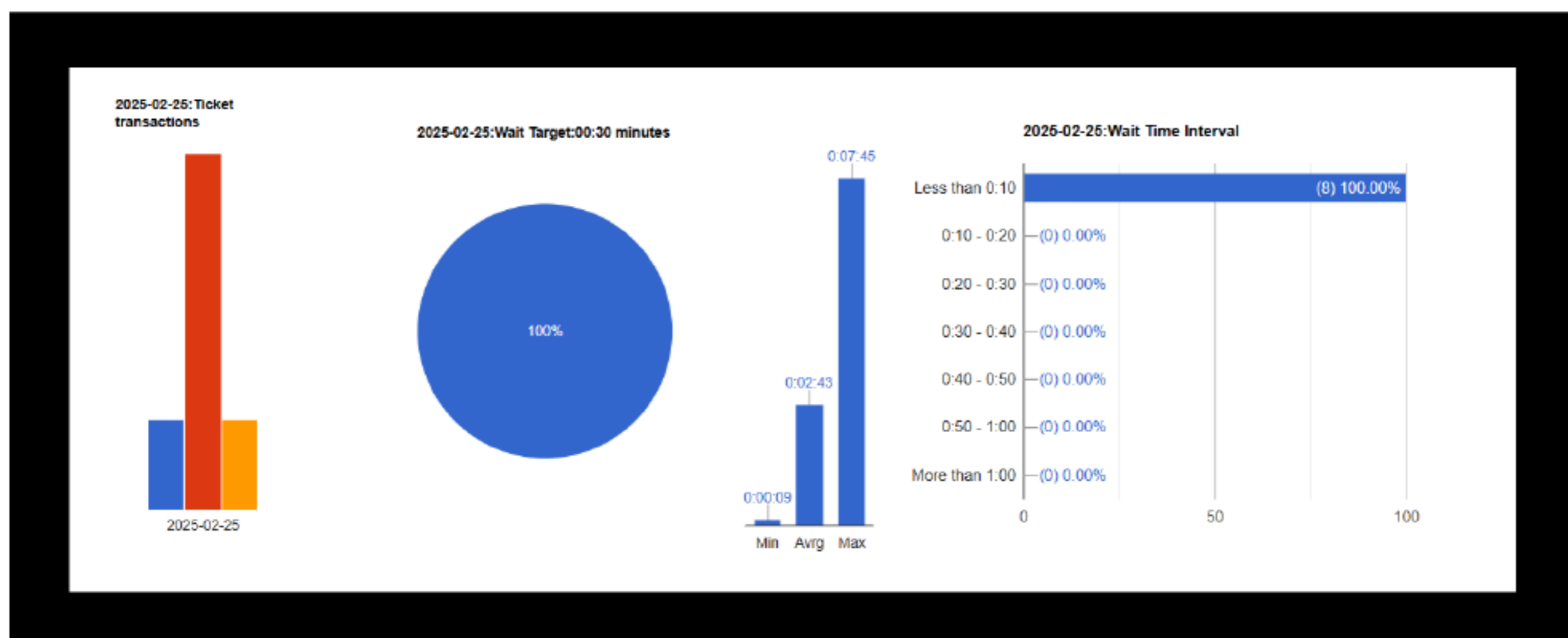
8. Quality of Service (Qos) Rating

- a. Tablet type
- b. Browser type

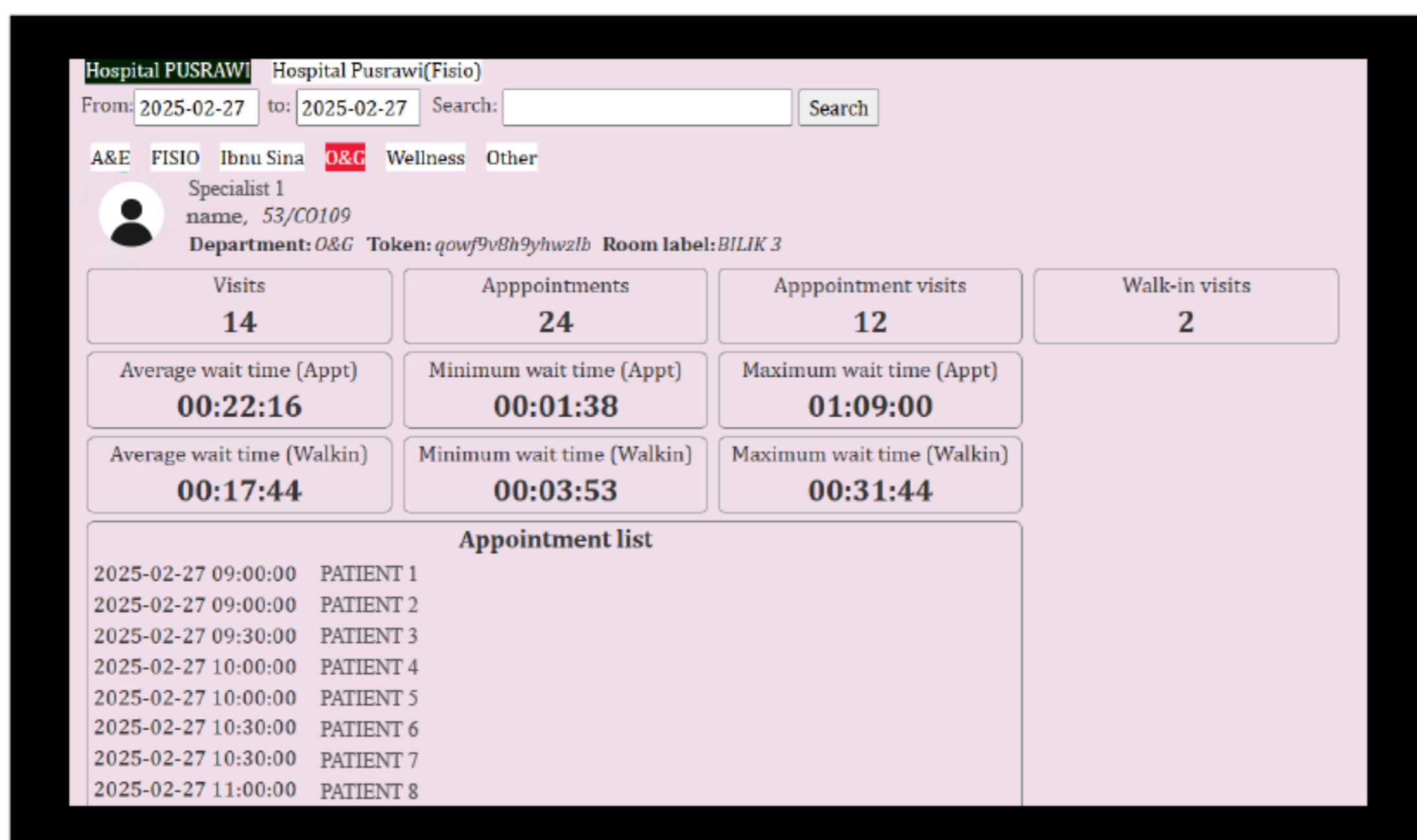


9. Extensive Web Report

a. Ticket Statistics



b. Specialist Statistics



IQ Intelligent Queue System For Specialist Hospitals



Case Study at HOSPITAL PAKAR PUSRAWI KUALA LUMPUR

DEPARTMENT	TICKET DISPENSERS	COUNTERS	ROOMS	DISPLAYS	CALL TERMINALS
Registration Counters	3 (Stand Kiosk, Table Kiosk Saringan, O&G Table)	9	-	1	Windows-based (9)
Specialist Clinic O&G	-	4 (incl. cashier)	7	1	-
Specialist Clinic Ibnu Sina	-	7	21	1	-
Pharmacy	1	7	-	1	-
Accident & Emergency (A&E)	1	2	4	1	-
Radiology/ Imaging	1	-	-	1	Windows-based (5), Android-based (3)
Lab/Makmal	1	-	-	1	Windows-based (2), Android-based (2)
Wellness	1	2	10	2	-
Physiology	1	2	11	1	-
Oncology (Pusat Cancer Azman Hashim)	1	1	3	1	-
Guarantee Letter (GL) Counter	1	3	-	1	-
Discharge Counter	1	2	-	1	-

Track Record:



KPJ AMPANG PUTERI
SPECIALIST HOSPITAL



18-1, Block F, Jalan Sunsuria 1B/3, Jasper Square, 49000 Sepang, Selangor, Malaysia



admin@actif.my



www.actif.my