

The Digitally Included Patient



Automating Waiting List Validation

Mary is a 65 years old grandmother of three with severe arthritis. After years of conservative treatment she was referred for a right knee replacement. She hopes that this will help her get back to what she loves; dancing and walking her dog.



Mary was placed on the knee replacement waiting list in 2022 and a year later is still waiting to hear when she can have her surgery. In the meantime her pain has worsened.



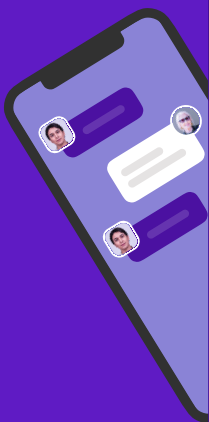
Angie is a RTT co-ordinator, whose Trust has digitised waiting list validation using an intelligent Virtual Assistant that integrates directly with the EPR.



Tim is the EBO Virtual Assistant that helps Angie increase exponentially the patients she can reach. He contacts patients to validate whether they still require their appointments, documents their responses to reduce DNAs and maintains direct communication with waiting patients.

01

Tim, the EBO Virtual Assistant, sends a message to Mary explaining that the Trust regularly validates their waiting lists to make sure no slots are wasted and patients don't wait longer than necessary. He then guides her to confirm whether she still requires her treatment and why.



02

Tim presents the information provided by Mary in a dashboard to show the progress of validation and records the outcome directly into the EPR.



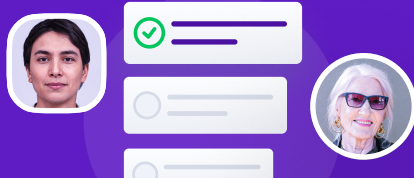
03

Angie reviews the validation statuses of the waiting list. She can see which patients have been sent on for clinical review prior to being removed from the list, those that have been taken off and those that have not yet responded. She can see that Mary still needs her surgery.



04

Two months later, Tim the EBO Virtual Assistant, reaches out to Mary to let her know that she will soon be having her operation and needs to complete pre-op pre-assessment questions. Tim guides Mary through the questions.



05

Mary's answers show that she is well enough and her pre-operative assessment can be completed. Tim informs her that she needs to go to the hospital for a face-to-face appointment.



06

Mary reviews the next available appointment in pre-op clinic and books a suitable slot. She attends the appointment and is given a date for her surgery.



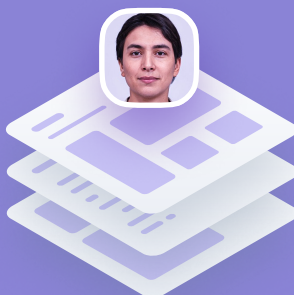
07

Mary comes into hospital on the day, her surgery goes well and she is sent home after just a few days to recover.



08

Tim sends her the discharge report, helpful resources relating to her condition. He informs her that she has been referred to physiotherapy for rehabilitation in the community. Tim takes her through a few pre-assessment questions and informs her that her physiotherapist will be calling her shortly to arrange a home visit.



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