

For Immediate Release
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New Centralized Patient Registration Process and Client Services Area at STEGH Designed to Improve Patient Care

St. Thomas, ON – Outpatients at the St. Thomas Elgin General Hospital (STEGH) will soon be guided to the new Client Services area on the first floor to register for their appointments and tests. Improving the patient registration process, which includes opening the centrally located Client Services area, is part of STEGH's vision to provide an excellent patient care experience. Patients will notice new signs guiding them to the Client Services area, and a new volunteer information desk will also be located on the first floor to assist patients and visitors.

Beginning Wednesday April 28th, patients arriving at STEGH for outpatient visits to the Pre-Admit Clinic, Diagnostic Imaging (X-ray, Mammography, Nuclear Medicine) and Sleep Lab Day Clinic, will first register at Client Services. Patients visiting the Ambulatory Clinic, Cardio Respiratory department or the Laboratory will begin using the new registration area May 10th. Ultrasound patients will continue to report directly to the Ultrasound Department and will not report to Client Services unless the patient requires a green card.

“Relocating outpatient registration to one centralized location will reduce confusion, improve patient privacy and confidentiality, and result in better coordination of services,” explains Lee McLellan, Manager, Corporate Services at STEGH. Patients not only will experience a faster registration process, they will also benefit from enhanced patient privacy as the registration stations are designed to provide optimum patient privacy.

Currently there are nine patient registration areas within the hospital. Patients with multiple appointments are required to register several times throughout their visit. To create a more efficient registration process, STEGH is merging seven registration areas to one centralized patient registration area. Instead of registering for each appointment, outpatients will only register once.

This web-based registration system links - in real time - patient information from one registration system across seven hospital departments at STEGH as well as connecting to other hospitals in the region, so patient information is unified between hospital departments.

The system also helps STEGH enhance patient safety by keeping outpatients who are coming to the hospital for appointments separate from unwell patients. A Registration Clerk will remain in the Emergency area to register Emergency and Inpatient visits.

“Outpatients no longer need to stand in line with patients in the Emergency department who are unwell,” says McLellan. “The centralized patient registration will also improve our infection prevention and control measures.”

Client services will also be the location for patients to pay their invoices, arrange for telephone and/or TV rentals, purchase long term parking passes, and arrange for Partner In Care cards. Maps will be provided for the clients to ensure they reach their destination and providing exceptional customer service will be a priority for all staff.

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