



Customized solution with check-in kiosks

Hugh Chatham Memorial Hospital in Elkin, NC is known for having top notch technology. Just this last summer, the hospital was recognized as a “HealthCare’s Most Wired Winner” for the second year in a row. They were one of only nine North Carolina healthcare organizations to receive this award.



When it comes to technology, it’s safe to say Hugh Chatham knows how to stay on top of the ever-changing trends and needs of patients. After a few failed attempts at finding a proper patient check-in device, Hugh Chatham needed a cost-effective, technologically advanced solution that was HIPPA compliant allowing patients to easily sign in as they arrived.

Biz Technology Solutions, Inc. (BTS) was able work with Hugh Chatham, understand their needs, and develop a customized solution with check-in kiosks, as well as create specialized software allowing workers to track the stats of each checked in patient.

The front end of the kiosks were customized Hugh Chatham branding, also allowing employees to change the desktop layout and colors as they see fit.

BTS created software that can be used with an unlimited amount of kiosks. Any authorized hospital admin can see what checked in patients are currently in the queue and how long they have been waiting. These analytics give department heads an opportunity to dig deeper and see what areas of the hospital are struggling with of wait times and what needs to be done about that.

Jason Harwell, Director of Software Development at BTS says this it’s all about making first impressions when it comes to high-technology.

“Using a check-in kiosk is very modern and high tech. It shows that Hugh Chatham is up-to-date on technology and utilizing the latest trends,” said Harwell.

Director of Information Systems, Lee Powe, is very pleased with the functionality of the kiosks.

“Our Patients come right up and check in, and it’s really been a cost effective solution for us. Biz technology Solutions worked with us to on all the intricate details. That’s the kind of attention we wouldn’t get with another company.”

- Powe