ER

CHECK-IN EXPRESS

Reduce ER wait and anxiety with WCH's new online check-in service

www.woosterhospital.org/ercheckin

Wooster Community Hospital (WCH) has added an online check-in system for patients who need to visit the emergency room (ER) for non-emergent illnesses or injuries.

Patients can check in to the ER on their personal computer, smartphone, or tablet. From the WCH website, users click on the ER Express icon to access a web-based, mobile platform that lets them choose an available ER time slot. Planning their visit ahead of time helps patients shorten the length of their ER stay, which can reduce anxiety and limit exposure

to other patients who may be contagious.

"Patients wait from the comfort of their home and show up at their designated arrival time," says Kim Booth, Director of Emergency Services at WCH. "Patients feel empowered, and it just overall improves the patient experience."

When a child is sick or injured, parents can't always get a same-day appointment with their pediatrician. With online check-in, parents can bring their child to the ER at a more

convenient time. This limits a child's exposure to illnesses or traumatic events in the waiting room. "Our society is very tech-savvy these days, and parents want a quick and convenient solution to their children's health issues," Booth says.

ER Express users should be aware that wait times are always an estimate. If the ER suddenly becomes busy, staff will notify online check-in users if a time is no longer available. On the other hand, if the ER is especially slow, department staff can open more times for online check-in.