

To give patients all the information they need prior to visiting a hospital.

About NaviCare

CGI NaviCare provides all the user information you need before, during and after visits, procedures, or administrative tasks in institutions such as hospitals or other offices. It combines the informative level provided by the knowledge base with navigation elements in the form of physical signage and digital interactive navigation to and within buildings. CGI NaviCare combines various kinds of information to provide a complete and holistic overview of a patient's visit to a hospital, embedded in space and time, mediated through a number of interfaces, such as a web portal, an interactive kiosk, information panels, or mobile applications.

Benefits



The benefits of using the NaviCare solution are primarily to reduce patient stress associated with visiting a hospital facility, while, at the same time, streamlining the movement of people on the premises, spreading the workload of the workplace or reception and minimizing waiting times and reducing mutual contacts between patients in waiting rooms.



The system is also beneficial for visitors who are not directly patients. It helps them to navigate within the premises and at the same time to share common basic information with their relatives.



Overall, the solution helps to streamline the operation of the hospital by reducing the time that medical and support staff spends on explanations and administration.



Goals

- To guide users through medical procedures prior, during as well as after the procedure itself
- To provide all relevant information to patients
- To reduce patient stress
- To make the hospital more efficient

Pains

- Fear of the unknown
- Lack of orientation
- Crowded spaces
- Bureaucracy

	Booking	Information	Navigation	Load distribution	Reporting and analysis
In place	<ul style="list-style-type: none"> • Interactive UI • Best time slot suggestion • Online capacity info 	<ul style="list-style-type: none"> • Procedure and department info in advance • Limitations and constraints notifications 	<ul style="list-style-type: none"> • Physical navigation • Indoor interactive navigation • Augmented Reality • Public transport 	<ul style="list-style-type: none"> • Waiting time reduction • Smart distribution of patients in time and space 	<ul style="list-style-type: none"> • Department and office loads in time • Visitor concentration analysis
In roadmap	<ul style="list-style-type: none"> • Voice/chat-bot communication 	<ul style="list-style-type: none"> • Consent and document management • Medication summary 	<ul style="list-style-type: none"> • Outdoor navigation including parking 	<ul style="list-style-type: none"> • Situation awareness • Booking rules to protect endangered groups 	<ul style="list-style-type: none"> • Bottleneck detection and prediction • Possible contact tracing

