



University Hospitals Utilize the PatientTrak Virtual Waiting Room

About University Hospitals

University Hospitals Cleveland Medical Center has been recognized as a Best Hospital for 2020-21 by U.S. News & World Report. More than 28,000 physicians and employees constitute University Hospitals, serving more than 10.8 million outpatient procedures and over 142,000 inpatient discharges annually.

University Hospitals Priority - Patient Safety

At University Hospitals (UH), patient and staff safety is their highest priority during the COVID-19 pandemic. UH is committed to reducing the risk of virus transmission by enforcing social distancing guidelines.

PatientTrak Enterprise Solution

PatientTrak is a virtual waiting room solution that seamlessly integrates with University Hospitals Cerner EHR. Our text messaging solution communicates with patients using their mobile device while outside the facility and informs them when it is safe to enter, without the need to download an app.

48,000

text messages per week

10,000

patients per day

7

major service lines

University Hospitals Application of PatientTrak

Surgery

Ambulatory Services

Radiology

Cardiopulmonary

Emergency

Outpatient Centers

Physician Offices

"This technology will prevent patients from waiting in our waiting rooms, helping us to further build the confidence of our patients that we are 'UH Safe' and a place where they can receive the best possible care."

- Danielle Chickerella, COO, UH Physician Network & Clinical Institutes

