PatientTrak Intake Kiosk Manual

Contents

Overview:

- Organizations can have multiple kiosks with different questions on each kiosk.
- Patients can now sign in with the kiosk via their own smart device. To see the Intake Mobile Sign-In Kiosk in action, click on the link below.

  Intake Mobile Sign In

- The Intake Kiosk can also text a patient after they have signed in with a configurable message or a link to sign forms.
- Unlimited number of questions for better record keeping.
- Answers to questions can now be mapped to the Patient Detail page, as well as the PatientTrak Tracking Board.
- More question types for a more informative experience.
- The Intake kiosk can be styled with any color and even add a logo or icon to the Welcome and Thank You screens.
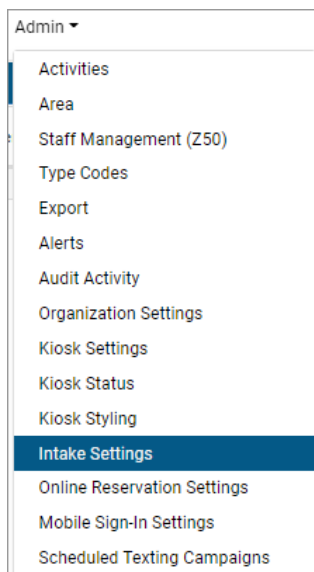
Setup

- Navigate to the following URL.

https://pt1.patienttrak.net/intake/activation.aspx

- A unique activation code will appear, copy down this code.

ACTIVATION CODE

U9X9U

- Under the Admin dropdown menu, click on Intake Settings.

Admin ▾

Activities
Area
Staff Management (Z50)
Type Codes
Export
Alerts
Audit Activity
Organization Settings
Kiosk Settings
Kiosk Status
Kiosk Styling
Intake Settings
Online Reservation Settings
Mobile Sign-In Settings
Scheduled Texting Campaigns

- Click on the "Add" button.

- Enter in the code from the URL.
- Enter in a name for the kiosk.
- Select which area you would like patients to arrive in after they enter in their information into the kiosk.

Add Intake   ×

Intake Code: ⓘ ⋆   U9X9U

Intake Name: ⋆   Exam Room Kiosk

Arrival Area: Exam Room   ⌄

               Exam Room
               Lobby

                              Add   Close

NOTE: To add multiple kiosks, follow the previous steps but use an "incognito/private" browser to receive a new URL code.

Basic Tab

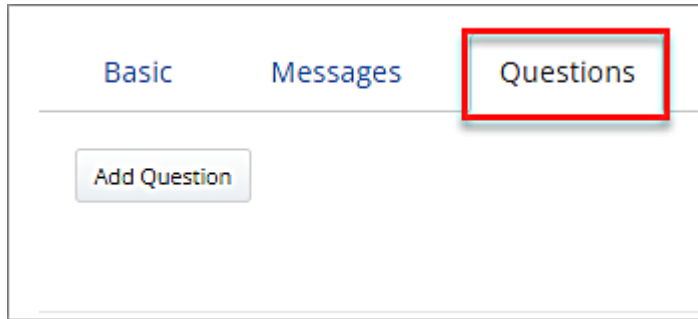From the "Basic" tab, you can change the kiosk name, arrival area and choose which option patients see on the kiosk screens.

Messages Tab

The Messages tab lets you enter in what patients will see on the Welcome Screen, and the Thank You Screen.

Questions

The Questions tab, is where you can add questions for the patient to answer on the kiosk.

To see how to add questions, scroll down to ADD QUESTIONS below.

Styling

A Kiosk style menu is available if you want to design the Kiosk web pages. A color chart allows you to change the color of the buttons and background then it shows the name of the HTML color code.

Statuses Tab

A Kiosk Status menu allows for six Kiosk messages that can be displayed. These are often used to let the Patients know users are at lunch or are closed for the day. They can be set up to allow or disallow a patient to sign-in depending on the message.

- To setup Kiosk Status, select Statuses.
- Enter in the name of the message in the Friendly Name field, and then enter in what you would like the kiosk to read.
- You can also allow a patient to still sign in when a certain kiosk status is set by selecting the "Allow patient sign-in when using this message".
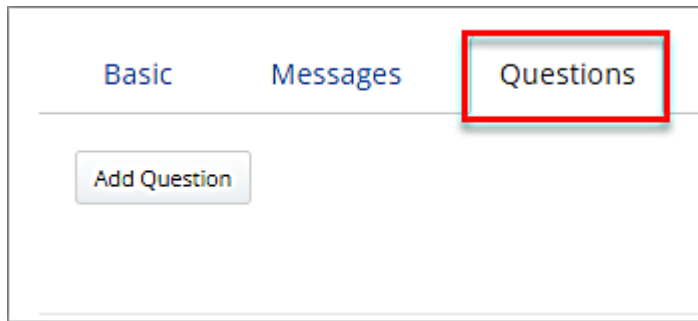
Texting Messaging Tab

The Texting Messaging Tab, provides you with an option to send the patient a text message after they have signed in through the kiosk.

Adding Questions

To add questions, click on the Questions tab and select Add Question.

Type of Questions:

- Yes/No
- Multiple Choice
- Free Text
- Appointment Check –   **NOTE:** This will always be the first question on the kiosk. **NOTE:** If a patient answers "Yes", the kiosk will automatically ask the patient for their DOB to look up their appointment.
- Date of Birth
- Phone Number

Label:

- The label used on the Tracking Board and the Patient Detail page.

Text:

- What you would like the question to say.

Mapping Questions

After you enter in a question that you would like the patient to see on the kiosk, you can choose where the answer will map to (if desired).

Display For

Some questions have the option to be displayed for only Walk-in patients, patients with an appointment, or both.

Go To Questions:

If you would like the kiosk to go directly to a different question pending on the patient's answer, select which question to skip to under Go To Question.

NOTE: The kiosk must have a minimum of three questions setup in order for the Go To Questions to be activated.

Editing Questions

- You can edit the order of the questions by clicking and dragging the question with the up and down arrows next to the question.
- You can edit questions by selecting the pencil icon next to the question.
- You can delete any question by selecting the garbage icon next to the question.