



Embedded Processor Designs, Inc.

# Health Care News

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## **InfoCube<sup>®</sup> Improves Patient Flow at Park Ridge Health**

Park Ridge Health, a member of the Adventist Health System, is improving patient flow and creating better patient experiences and satisfaction with the InfoCube from EPD. The InfoCube automatically tracks wait times, patient flow and staff efficiency. Interactive surveys allow patients to provide immediate feedback to providers. The system provides management alerts when wait-time parameters are exceeded or negative survey feedback is received allowing the provider to address concerns immediately. Easy to use software allows providers to send individual messages to patients.

Angie Raines, supervisor of Patient Registration for Park Ridge, knows that the initial interactions between her staff and patients are critical first impressions. “You only have one chance at a first impression so it has to be right,” she said. “I’m looking for every patient to have a great experience – a *wow* experience every time. InfoCube Med gives us the tools to help our staff deliver the best first impression and world class patient service each and every time.”

Diane Beerbower, Adventist Health System, Appalachia PFS Director added, “Average patient wait times decreased from 8 to 12 minutes to 4 to 5 minutes. We were quite surprised as well. It was totally unexpected because who would have guessed it was taking so much time to move folks from point A to point B.”

Since installing EPD's InfoCube system, Park Ridge has reduced patient wait times, improved communications with patients while waiting and provides management with valuable data and statistics on patient flow in their facility. Comments from patients encountering the InfoCube for the first time have been overwhelmingly positive as patients appreciate the improved level of service it allows Park Ridge to deliver.

### **About Embedded Processor Designs (EPD):**

For nearly two decades, Embedded Processor Designs has been a leader in the development and manufacture of innovative technologies in the healthcare, hospitality and entertainment industries.

EPD is also the leading manufacturer of call button systems designed specifically for the rapidly growing dine-in theatre industry. With the push of a button from their theatre seat, movie goers use the PlexCall system to notify servers they need to place an order.

EPD is headquartered in Asheville, North Carolina) serving customers throughout North America. Please visit us at [www.epdesignsinc.com](http://www.epdesignsinc.com) for more information on our company and products or call Chris Pollak at 828-251-1501

### **About Park Ridge Health:**

Since 1910, Park Ridge Health has provided healing, health and hope to the people of Western North Carolina. From the miracle of birth, to life's emergencies, they are so much more than a hospital. The organization's strength of purpose and passion for health is also aided by our relationship with the Adventist Health System – one of the largest not-for-profit health care systems in the nation. Today, Park Ridge is served by more than 1,100 team members and 235 physicians that can be found from Laurel Park to Arden, Asheville to Mills River. Their broad network of providers work closely together to provide the community with a comprehensive pathway to health. Experience the difference at [parkridgehealth.org](http://parkridgehealth.org).