

# Product Guide:

## Enhancing efficiency in hospital outpatient clinics with Kyra Flow – Queue Manager

In the evolving landscape of healthcare delivery, the efficiency and effectiveness of outpatient services are paramount for supporting our healthcare system, its workforce and enabling better outcomes for patients.

With over 41 million non-admitted patient care service events recorded in 2022-23, compared to 39 million in 2018-2019, Australian hospitals are facing increasing pressures to manage patient flow and administrative tasks efficiently<sup>1</sup>.

The *Australia's Health Reimagined: Voice of the Workforce, 2024*<sup>2</sup> report published by Deloitte highlights 74% of frontline clinicians agree administrative tasks can be avoided entirely to redirect their time to prioritising work. This guide explores how Telstra Health's Kyra Flow - Queue Manager solution can help enhance outpatient journey touchpoints, improve the patient experience, and support the efficient flow in and out of hospitals.

### The Challenge

Healthcare professionals are increasingly burdened by administrative tasks that detract from direct patient care. Key statistics from the Deloitte report indicate<sup>2</sup>:

**57%**

of clinicians believe administration tasks can be streamlined through better systems.

**54%**

of clinicians believe indirect patient care can benefit from automation and system integration.

**Administrative support**

by doctors and allied health professionals as the **second prioritising way** for improving workplace experience.

These insights support the critical need for digital solutions to manage patient flow and administrative tasks in outpatient settings.

1. Australian Institute of Health and Welfare. (2024). Non-admitted patients. Available at: [aihw.gov.au](https://aihw.gov.au)  
2. Deloitte. (2024). Australia's Health Reimagined: Voice of the Workforce. Available at: [deloitte-au-lsh-hhs-workforce-report-final-100524.pdf](https://www.deloitte.com/au/lsh-hhs-workforce-report-final-100524.pdf)

# Solution: Kyra Flow – Queue Manager

Telstra Health's Kyra Flow – Queue Manager is a comprehensive patient check-in and patient flow solution designed to enhance every stage of the outpatient journey. From pre-appointment to follow-up, Kyra Flow – Queue Manager helps to optimise operational efficiencies and alleviates key pain points through its flexible and modular design.

## Key Modules and Features



### Digital queue management

Provides a comprehensive view of the patient journey, status, and wait times, allowing patient check-in via mobile or self-service kiosks.



### Referral management

Electronic referrals are easily generated and managed, helping allow for efficient triage and tracking of incoming referrals.



### Billing

An integrated end-to-end electronic billing process for Medicare claims, collecting Medicare consent directly from patients, helping to eliminate paper-based data collection and streamlining appointment outcomes and re-bookings.

## Benefits of Kyra Flow – Queue Manager

### Reduce administrative effort

Kyra Flow – Queue Manager supports key administrative tasks, enabling staff to focus on patient care. This solution provides a seamless digital process for billing and other administrative functions.

### Improve clinic management and resourcing


Better visibility of patient flow helps optimise appointment scheduling and manage resources effectively. Outpatient department kiosks and mobile patient check-ins help to minimise queues, clinic congestion and failure to attend.

### Reduce delays in receiving payments

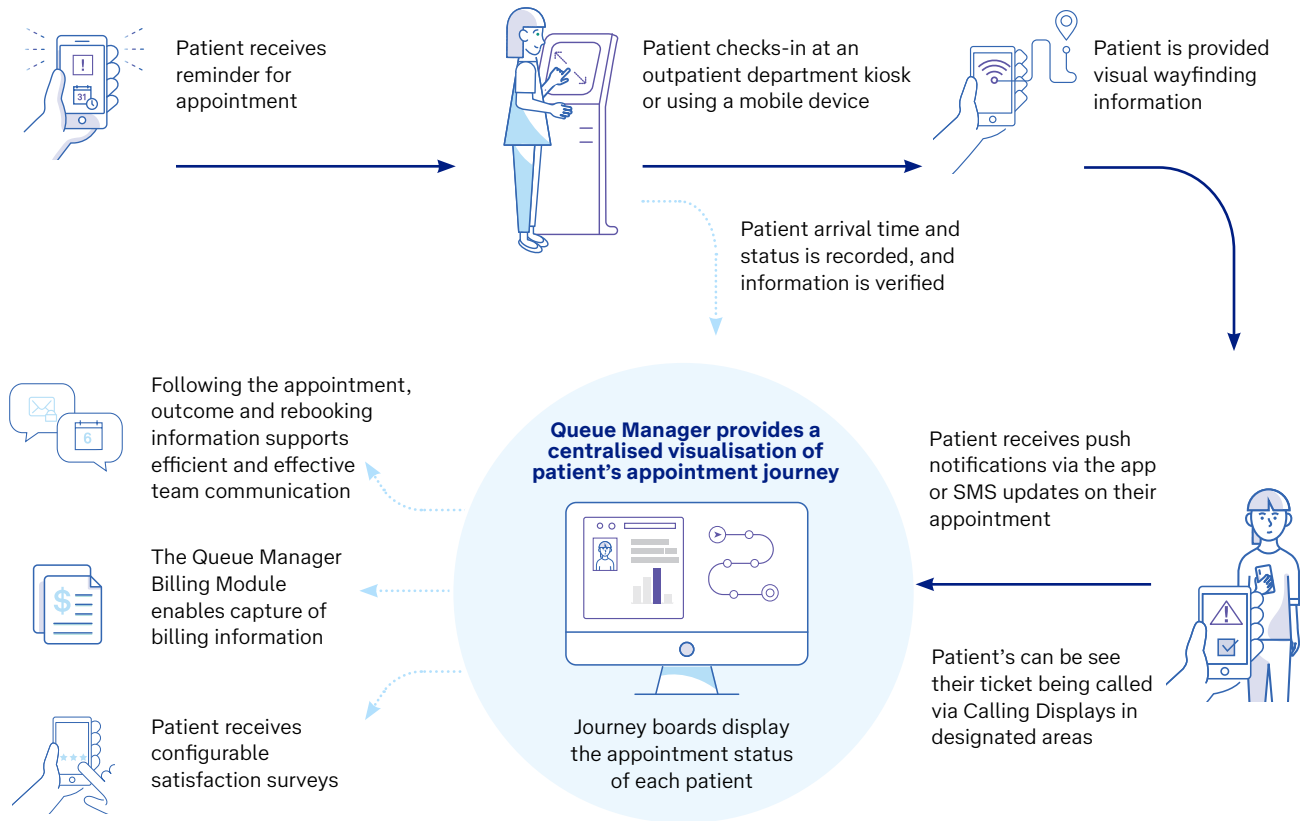
An integrated digital billing process helps to reduce delays in submission, lost revenue due to incorrect MBS codes, and rejected claims due to invalid data. Medicare integration enables daily polling to identify patients needing card detail updates. Referral reports pinpoint patients requiring referrals and automatically send messages reminding them to bring their referral to appointments if necessary.

**Discover the benefits of  
Kyra Flow – Queue Manager today**

 1800 HEALTH (1800 432 584)

 [telstrahealth.com/products/queue-manager/](https://telstrahealth.com/products/queue-manager/)

# A streamlined patient journey



## Conclusion

By leveraging Kyra Flow – Queue Manager’s capabilities, hospitals can streamline both administrative and indirect patient care tasks, for enhancing efficiency, improving patient satisfaction and increasing financial performance. Kyra Flow – Queue Manager has the unique ability to help transform outpatient care, addressing administrative challenges faced by healthcare professionals and improving the overall patient experience.

**Discover the benefits of  
Kyra Flow – Queue Manager today**

☎ 1800 HEALTH (1800 432 584)

🌐 [telstrahealth.com/products/queue-manager/](https://telstrahealth.com/products/queue-manager/)

**T Health** Improving lives through digitally-enabled care for our community

