Macquarie University Hospital

Sydney, Australia

500-1000 Staff

All overnight patients

A large private hospital with a unique solution for their patients and staff.

- Take control of doctors' meal expenditure
- Prevent abuse of doctors' lunch subsidies
- Reduce cash handling and associated costs
- Secure funds prevents card abuse

MONITOR

Transaction Management

Opened in June 2010, Macquarie University Hospital is Australia's first and only private hospital on a university campus. The hospital is part of a large and integrated medical community that features the latest technology, much of it unavailable anywhere else in Australia. The hospital is comprised of 182 beds, 12 operating theatres and is staffed by approximately 200 surgeons.

The Challenge

- To provide an easy payment system for goods and services to overnight patients
- The control of staff expenditure on subsidized meals
- A system that will allow patients to request various goods from their hospital bed
- The ability to use a card with credit loaded on it to pay for meals and other services in the hospital
- Ensure that the solution synchronizes with the hospitals' Active Directory
- For staff to be able to purchase goods at the Cafe, Staff Canteen or Coffee Cart using their ID card. Before the Monitor solution staff would line up at the Cafe to get a lunch voucher to purchase their lunch at the Staff Canteen

The Solution

- iPOS
- My Monitor
- Credit Card Gateway
- Supervisor Express
- Express Kiosks

The Result

Monitor' has implemented a POS - iPOS to create a patient and staff experience like no other in Australia.

The hospitals' staff have an account which is housed in Supervisor Net that holds their account balance, card number, department codes etc. Staff use their existing ID card to purchase goods on site such as food and drink from Cafes in three locations. Staff can also add value to their accounts using either the Express Kiosks throughout the hospital or My Monitor where they can purchase food from the Cafe. My Monitor also allows users to set low balance reminders and they can view statements of their usage.

Using a charge card loaded with funds, patients can use the POS solution installed at their bedside to order meals, entertainment such as FoxTel and movies on demand, internet access, telephone calls (including Skype), call button for the patients nurse, and patients can even view their own medical records. Before the Monitor solution was installed, patients were not being charged for FoxTel or the internet which was lost revenue for the hospital. The charge card also allows patients who leave their money in their room, to be able to pay for goods from the hospital when they're out and about in the hospital.

Value can be added to the patients charge card either using My Monitor or the Express Kiosks. Patients using My Monitor can also access Monitor's shopping basket application allowing them to purchase goods from the Cafe via the web. When the goods are purchased, an email is sent to the relevant retail outlet with confirmation of who purchased the goods, what was purchased and the location of the patient. The purchased goods are then delivered straight to the patients' room.

Once the patients have been discharged, they will be able to return their charge cards and get the remaining credit put back onto their credit card. This can be done at the Express Kiosks where patients can insert their charge card, select the refund option and the outstanding balance on the charge card can be refunded directly back to a selected credit card.

The Future

- Provide access from outside the hospital so patient's family members can top up the patient account from anywhere
- Have the Cafe as a shop front on the portal so patients or staff can order goods and either pick the goods up or have the goods delivered
- Integrate the Pharmacy into the existing Monitor solution

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www.monitorbm.com