Patient check-in kiosks
The [name] department that you will attend for your appointment is now operating a Patient Self Check-in kiosk service.

To check in for your appointment, you can now bypass the Reception desk and check yourself in on one of the kiosks. It is very easy to use and you will be given simple to follow step-by-step instructions on the screen.

The Self Check-in kiosk service is for patients who have attended the hospital in the past 18 months. This is a simple and easy to use method of letting the reception staff know that you have arrived and instructions on the screen will guide you to where you need to wait so you can be called for your appointment by the clinical team.

The receptionists are available to assist you to use the Patient Self Check-in kiosks.

How does it work?
1. Touch the screen to get started:

2. Select your preferred language by touching the appropriate symbol.

3. Touch the screen to enter your date of birth in the format DD/MM/YYYY - e.g. 06/03/1975

4. Select Yes to confirm which appointment you want to check-in for.
5. You will be asked to confirm that your **address** and **GP details** are correct. If these details are incorrect you will be asked to see the receptionist so that they can update your details and print new labels for use during your appointment.

6. You will be asked to confirm or update your **home & mobile phone contact number**.

7. On successful completion, the kiosk will tell you where to take a seat while you wait to be called for your appointment.

   All of the clinic staff will be able to see on their computers that you have arrived and are waiting to be called.

   Your appointment name and the room to go to for your appointment will display on the TV Screens in the waiting area when the person you have come to see is ready for you.

8. You can start again from the beginning by selecting the **Restart** button:
Frequently asked questions

**Is it secure?**
Only those patients who are attending the clinic that day, and within one hour of their appointment, will be able to check-in through the **Patient check-in kiosk**. In the event that two people booked into the clinic have the same date of birth the system will ask further verification questions, such as the first three digits of your name. If no match is found the patient is asked to see the receptionist.

**Do I have to give my mobile phone details?**
Having a correct mobile phone number will help us to keep you informed when we have up to date contact details for you.

**Do I need to use the self-check-in?**
It would be helpful to the outpatient department if you could use the **Patient check-in kiosk**. However, if you are unsure about the kiosk then please see the receptionist who can help. They will ask you if you have attempted to use the kiosk or not - this is to ensure the smooth running of the reception process.

**Do I need to sanitise my hands?**
Its good infection control practice to clean your hands after using the kiosk facility to help the fight against infection associated with healthcare. There is sanitizer beside the kiosk.