HID Location Services - Wayfinding

A GPS-like, turn-by-turn guidance solution used in buildings and campuses for Patients, Customers and Visitors.

Multi-Channel Indoor Location

Whether in healthcare, retail, government or any service-based industry, confusion as to where to go can lead to missed/late appointments, increased frustration and lost productivity. HID's Indoor Positioning System (IPS) works much like a GPS that's customized for your facility.

A hospital's sprawling campus can seem like an obstacle course for patients, visitors and even staff, as they try to navigate quickly and efficiently through its interconnected buildings and maze-like hallways. Any delay can add stress, especially if it's an already urgent situation.

Getting lost can also result in missed or late appointments — a problem that costs hospitals over $150 billion annually in the United States.
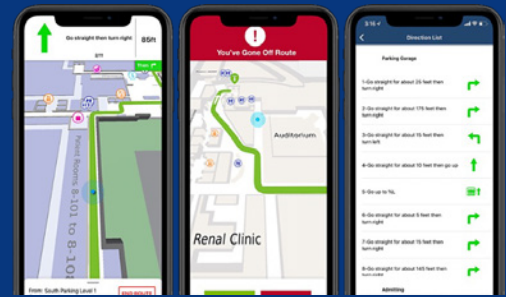
To help healthcare systems and hospitals save time, improve efficiencies, increase patient satisfaction and reduce costs, HID Location Services provide you with an innovative digital wayfinding solution — indoor GPS designed to help patients, visitors and staff navigate their way around a hospital campus with ease and reliability.

GPS DESIGNED FOR THE INSIDE OF HOSPITALS

Similar to GPS, which positions users with a blue dot that follows their journey on a map of the outside world, the wayfinding solution recreates this experience indoors. Leveraging Indoor Positioning, the technology provides real-time location and navigation cues, without tracking personal or identifiable information, as patients and visitors move throughout the hospital campus.

The HID Location Services – Wayfinding solution features blue dot turn-by-turn navigation, audio prompts, off-route notification and much more. The solution takes a multi-channel, multi-modal approach, accounting for a wide-range of demographics and is available in a mobile version for both iOS (iPhone/iPad) and Android devices as well as a web version for desktop use and digital kiosks.

KEY BENEFITS:

- **Eliminate Missed or Late Appointments -** Missed or late appointments cost a typical hospital $10M annually in the United States. Each open, unused time slot costs a physician 60 minutes and $200 on average.

- **Increase Patient Satisfaction -** Guide patients, visitors and staff to their destination quicker, alleviating stress. 2% of Medicare reimbursements are at risk based on patient satisfaction ratings.

- **Enhance Staff Productivity -** Help patients find their way independently without relying on hospital staff. 40% of patients and visitors depend on hospital staff for directions.

FEATURES

- **True Turn-by-Turn Indoor Navigation.** Provides reliable indoor positioning accuracy of 1 to 2 meters, navigation cues, visual landmark references, off-route notification and more.

- **Parking Planner.** Helps patients and visitors easily find a garage closest to their destination within the hospital, automatically detecting arrival in the garage, saving the parking location, and directing the user to the correct entrance based on the parking location.

- **Meet Me Feature.** Provides location-sharing and location-based analytics, enabling patients and visitors to connect on the hospital campus.

- **Compatibility with Leading Infrastructures.** Integrates with Electronic Health Record (EHR) systems and appointment scheduling apps. The solution's location engine is compatible with all leading location infrastructures.

- **Mobile Application SDKs and Web APIs.** Enables integration of maps and navigation into existing mobile and web applications.

- **Real-time Indoor Location and Navigation.** Helps health systems understand and improve the flow of patients and visitors as well as the patient experience.

INDOOR GPS COMPATIBLE WITH MAJOR INFRASTRUCTURE SYSTEMS

Our system is compatible with all sorts of infrastructures — be they Electronic Health Record (EHR) systems, appointment-scheduling apps or networking leaders — from providers including Cisco, Mist/Juniper, Siemens/Enlightened and HP/Aruba, to name a few.

MAPKIT
Responsible for rendering map, Points of Interest (POI), routes and navigation UX/UI

LOCATION KIT
Integrating device position, managing zones, proximity actions and other location-based services

CMS KIT
Data integration with our CMS, or using data from client CMSI

ANALYTICS KIT
Reporting & analytics on user traffic flows, dwell time, completed routes and Customer feedback surveys, etc.

For more information, contact **iotsales@hidglobal.com**