

Deliver a first-class patient experience and avoid costly delays due to late or missed appointments

CenTrak offers an indoor/outdoor digital mapping and wayfinding platform to help healthcare facilities streamline processes and improve the patient experience. Building floorplans are transformed into interactive, user-friendly maps with features such as interactive points-of-interest (POIs), shortest distance routing, outdoor-to-indoor wayfinding, and search with keywords. Patients, visitors, and staff can then use a mobile application, webpage, or dedicated kiosk for directions across campus, between buildings and floors, and back to their parking location, including handicap-accessible routing options to avoid steep inclines and stairs.

Late or missed appointments often has the potential to back up schedules and create costly inefficiencies. Allow patients to proactively prepare for their appointments with a digital wayfinding solution from CenTrak.

- Interactive directory with A-to-B routing and real-time navigation capabilities
- Seamless transitions between indoor and outdoor environments with accurate location
- Pathway management for custom routing including handicap-accessible paths
- Scalable platform provides economical solution options without hardware installations or apps to download
- Integrated with the Google Maps platform, providing an instant familiarity with the interface and functionality
- Implement geofencing (virtual parameters) for location-based push notifications



Patient Benefits




- Reduce stress and anxieties of navigating a sprawling hospital campus
- Prepare for appointments with wayfinding from appointment reminders, including nearest parking location
- Save parking spot and easily navigate to it later
- Search points of interest (POIs) by categories or keywords and view helpful details such as images, contact information and hours of operation
- Option to filter by wheelchair accessible routes
- Share POIs and routes with others (SMS text, email, etc.)



Site Benefits

- Provide a first-class patient experience
- Minimize revenue loss due to late or missed appointments
- Increase patient satisfaction and HCAHPS scores
- Minimize staff interruptions by reducing directional inquiries
- View reports to better understand how facilities are being utilized
- Easily create and update critical information, such as maps, routes, POIs and geofence zones, with CenTrak's web-based wayfinding administration portal

Wayfinding applications can leverage real-time location systems (RTLS) to deliver tremendous value and ROI for healthcare. Utilizing Bluetooth Low Energy (BLE), GPS, and/or Wi-Fi capabilities, CenTrak enables an enhanced patient experience with step-by-step navigation throughout their healthcare journey. Alternatively, QR Code signage may be quickly deployed to eliminate the need for RTLS hardware installation and maintenance – resulting in lower costs and quicker time to value. The location technology required will be dependent upon the method of wayfinding desired for your environment.

Options	Deployment Type	Location Technology
 Mobile App	For iOS and Android devices, feature your site in CenTrak's multi-tenant wayfinding application, embed into your existing mobile app, or purchase a custom branded/white label solution.	Real-time navigation provided by GPS technology and standalone BLE beacons. Also leverage BLE-compatible Gen2IR devices from CenTrak (Virtual Walls/Monitors) and/or compatible Wi-Fi Access Points for supplemental coverage.
 Browser	Users access digital wayfinding capabilities via any mobile or desktop browser. A unique URL can be provided or embed wayfinding maps into your existing website.	No required location technology. View the interactive map or scan provided QR Codes for navigation from current location to desired destination.
 Kiosk	Embed wayfinding software into stationary kiosks, such as large touchscreens or tablets. Landscape and portrait orientation are supported.	No required location technology. View directions from kiosk location to destination. Scan provided QR Codes within the kiosk to transfer wayfinding to mobile devices.

Electronic Health Record Integrations

With an EHR integration, healthcare providers can offer helpful details in their appointment reminders including where to park, the fastest route to their appointment location, and the duration of the walk. Patients can quickly launch navigation directly from the appointment reminder. Information can be sent via email, SMS, push notification from the facility's mobile app, or patient portals such as Epic MyChart.



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