

Self-Service Kiosks



Self-service is everywhere, and according to new market reports and trends, Self-Service Kiosks adoption is on the rise for Hospitals, Clinics, Malls, Stores, and More!

COMING SOON!

HOSPITALS.
CLINICS.
MALLS.
STORES.



Of surveyors have used a Self-Service Kiosk. (Airport, Store, Mall, etc.)

User Friendly

99% of surveyors use technology as part of their daily routine!

8%

Of surveyors have NOT used a Self-Service Kiosk. But are curious about the technology.

Utilization

1.6 Million units deployed in 2010

2.5 Million units projected to be deployed by 2015

\$130,000,000,000

How much larger the U.S. economy would be if self-service technology were widely deployed!

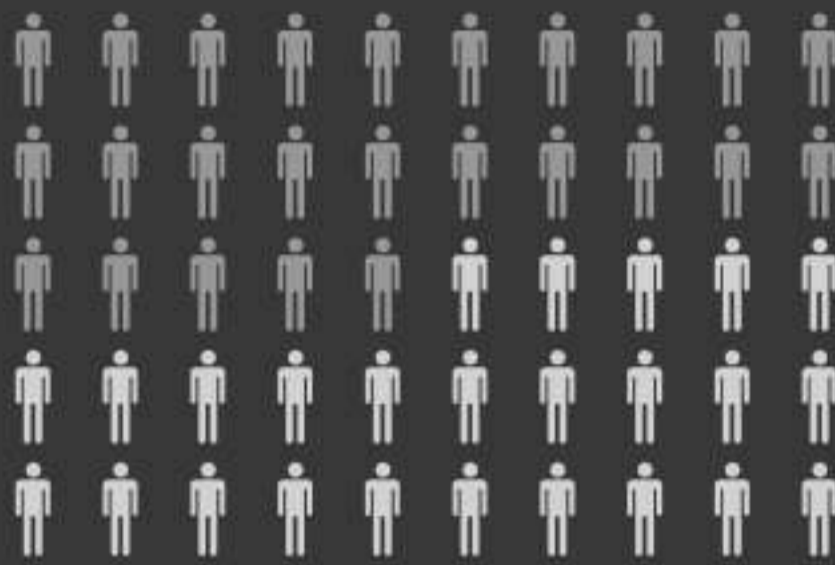
Surveyors were also asked:

"Have you used a Self-Service Kiosk at the doctor's office?"

77%

Of surveyors have NOT used a Kiosk at the Doctor's office. But would if it was available.

Over 50% of surveyors feel lack of privacy when providing personal information out loud to a receptionist.



"I always choose self-service options if they are available."

"We don't have a kiosk at my doctor's office but when we do, I will definitely use it!"

"I will feel more comfortable not verbalizing at check-in... especially when there are strangers standing in line behind me."

10%

Of surveyors have used a kiosk at the Doctor's office.

Common Features of Patient Check-In Kiosks



Verify/update demographics, meaningful use, email, phone



Available 24/7 for patients in Hospitals



Scan insurance card, driver license & other forms



Pay co-pay &/or due balances



Check-in & alert staff for appointment



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