



STREAMLINE YOUR  
PATIENT EXPERIENCE

## Doctors May Grant

Lancaster, PA | Greenway® PrimeSUITE

OTech Client Since 2011

### Challenge:

Doctors May Grant continually strives to improve efficiency, workflow processes and patient satisfaction, so they turned to OTech for help. Mona Engle, Practice Administrator, chose OTech specifically for three reasons – “First, we examined ROI and the financial implications of OTech were better than competitors. Second, OTech’s kiosks are simple and easy to use! Third, with a kiosk there is no added responsibility of a staff member to manage hardware.”

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*“The intangibles are key! The kiosks make patients happy and rather than waiting in line, they are back to see the provider more quickly.*

**– Mona Engle**

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### Solution:

After adding an OTech kiosk to their reception area, they quickly added a second kiosk at a satellite office. They loved the check-in efficiency and patient benefits, but it was actually the STAFF who asked for another kiosk! Rather than feeling threatened by a kiosk, the staff saw the benefits a kiosk brought to the practice and was ecstatic to bring innovative technology to their workplace.

### Results:

- 99% positive ease of use rating from surveyed patients
- 98% of patients said they'd check-in again at the kiosk at next visit