

The Miami Times

# Health & Wellness

June 1, 2011

## Hold your place at the ER online

*North Shore Medical Center offers new ER service powered by InQuickER*

Tired of spending hours in a stuffy, overcrowded ER waiting room? North Shore Medical Center has a solution with InQuickER. This is an emergency room service that facilitates patient satisfaction by allowing consumers to hold a place at the ER online, while waiting in the comfort of their own homes.

Now you can hold your place online at North Shore Medical Center by paying a fee, completing an online form, and arriving at the projected treatment time. You will be seen by a health professional in the emergency room within 15 minutes, or InQuickER will refund your online fee in full. The new service is only intended for individuals who have non-life threatening medical conditions.

"We know people want more convenience and communication in the ER experience," explains Manny Linares, chief executive officer, North Shore Medical Center. "While estimates and averages about emergency room wait times may vary, many emergency room patients end up waiting several hours in waiting rooms with no indication of when they'll be seen. With this service, users enjoy the convenience of choosing where they wait and a projected time to see a health-care professional in the emergency room."

InQuickER does not affect the wait times of other emergency room patients, nor does it allow certain individuals to "cut" in front of others. Additionally, if the projected treatment time changes due to an influx of patients requiring priority treatment, the user will be notified and given an alternate time, or a refund.

Increased demand and decreased capacity are creating traffic jams in ER waiting rooms across the country, according to the American College of Emergency Physicians, creating traffic jams in waiting rooms across the country and adding stress and anguish to an experience that invokes anxiety. To address the growing need to deliver more efficient service, hospitals are utilizing InQuickER to streamline the throughput processes while focusing now, more than ever, on patient satisfaction.

InQuickER has designed safeguards in its system intended to prevent those who have potentially life-threatening medical conditions from using the InQuickER service. Individuals requiring immediate medical treatment should go immediately to the nearest emergency department or call 911.

The fee to use these services is \$9.99. For more information about holding your place online at Tenet Florida hospitals in Miami-Dade County, please visit:

**North Shore Medical Center**  
[www.northshoremedical.com](http://www.northshoremedical.com)

**Palmetto General Hospital**  
[www.palmettogeneral.com](http://www.palmettogeneral.com)

**Hialeah Hospital**  
[www.hialeahhosp.com](http://www.hialeahhosp.com)

**Coral Gables Hospital**  
[www.coralgableshospital.com](http://www.coralgableshospital.com)