

## VareseNews

### No more lines at the central booking system: hospital payments can be made using the automatic kiosk

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No more waiting at the central booking system counters. **From today, Tuesday, 21 November, at Varese Hospital, payments** for out-patient services and for non-urgent cases in the casualty department **can be made, every day, around the clock, in the entry hall of.** Thanks to two **multinational automatic kiosks**, installed by **Artex e FujiFilm**, with a few simple moves, the lines and waiting times will be cut.

For the moment, the service is limited to these two sectors, but soon **people will also be able to book medical examinations**, check **their appointments times** and **collect their medical reports** (which can be printed out or downloaded digitally), even for Radiology, if they have a pen-drive.

**All that is necessary** to make a payment or to print out health documents **is a service card (Carta dei Servizi) and an acceptance sheet**, which contains the recognition barcode. The kiosk is intuitive, and takes the user through the various steps. **Payments can only be made by credit or cashpoint card, and a standard receipt is issued.**

So far, the two automatic kiosks have already answered about seventy requests. “We’ve installed them in an area where the greatest number of people pass through,” said the **Director, Callisto Bravi**. “Eventually, we think we’ll put them also in the Day Centre and at the Santa Maria.”

The digital system includes **medical examinations, and radiology and laboratory tests**. In the future, the system should be extended to include other types of medical report.

The opportunity to pay is extended to all hospitals under the Sette Laghi Health Authority, including the Del Ponte, Cittiglio, Luino and Tradate hospitals.

di Alessandra Toni Translated by Romagnoni & Levato (Reviewed by Prof. Rolf Cook)