



CLEO Virtual Waiting Room

Welcome to the Future of Patient Flow

Solutions for...

NHS 111 / Clinical Assessment Service / Out of Hours / Urgent Treatment Centres / ED & SDEC

www.cleosystems.com





CLEO Virtual Waiting Room is built to ease the burden on clinicians and healthcare services by *intelligently automating and streamlining patient flow.*

Intelligent Queueing

But it's more than just a digital queue – it's a real-time, smart queue management solution that enhances efficiency, eliminates 'no shows', reduces delays, and transforms the way care is delivered.

Patients are automatically contacted by Virtual Waiting Room and placed into a virtual queue. When a healthcare professional becomes free, they simply take their next assigned call from the shared queue. It speeds up triage, saves clinician time, and improves patient safety. It's also system-agnostic, meaning no disruption to your existing infrastructure.

Virtual Waiting Room can be configured to your business priorities. An inbound case is prioritised based on a combination of key items, such as, the inbound service, any specialisms that may be available, DX Code, the length of consultation time and the length of time a patient should be waiting in the Virtual Waiting Room.

Connecting the *right patient*, with the *right clinician*, at the *right time*, to deliver services in line with both clinical need and business requirements.



Key Benefits.

Virtual Waiting Room offers significant time and cost savings to telehealth care settings by removing the burden of manually contacting patients ahead of a telephone consultation, increasing consultations to 5 or 6 an hour.

- **Enhanced patient satisfaction** – Delivers a smoother, more transparent journey with real-time updates, giving patients confidence and control over their appointments.
- **Clinical Prioritisation** – Ensuring the most clinically dependent patient is seen in a timely manner, not handpicked by healthcare staff.
- **Reduced failed contacts** – Elimination of patient 'no shows'. Minimises missed or repeated calls through automated communication, saving valuable staff time.
- **Seamless integration** – Works effortlessly with existing patient management systems, including CLEO Urgent Care, ensuring consistent and accurate workflows.
- **Proven uplift** – Boosts clinician productivity by reducing admin burdens and maximising appointment efficiency.

Our system helps you enhance patient flow, reduce missed contacts, and maximise clinician productivity, while delivering a smoother experience for every patient.

We're on a mission to transform the health economy and profoundly enhance patient experiences. Our team and in-house clinicians have worked collaboratively with NHS England and our customers, crafting our systems directly from their insights and experiences.

Key Features.

- **Fully automated queue management** – Real-time queue automation reduces delays, saves clinician time, and improves patient flow.
- **Real-time patient communication** – Keeps patients informed, confirms availability, and reduces missed contacts.
- **Smart escalation & scheduling** – Prioritises urgent cases and balances workloads to maximise efficiency.
- **Data-rich reporting** – Provides actionable insights with real-time analytics, helping optimise performance.
- **Compliance with DCB0129** – Ensures the highest standards of clinical safety are met, supporting safe and effective deployment.



The CLEO mission is to work collaboratively in delivering intuitive systems that empower clinicians to provide a better patient experience and improve efficiency across the health economy.

Our team brings 20 years of software experience with constant collaboration from the NHS to meet the needs of the ever-changing demands of Integrated Urgent Emergency Care services. This enables us to work with you to ensure our suite of CLEO software products suits your requirements at every stage – call handler, clinician and patient.

Our vision reflects the NHS's Long Term Plan of making "digitally-enabled primary and outpatient care" mainstream, by bringing technology to the heart of every out-of-hospital health provider in the UK.

As part of an established UK social enterprise, we care deeply about our environment and the sustainability and quality of UK healthcare, which makes us patient-first, not paper-first.

How to contact us.

For more information about CLEO Systems and how we can help you provide a better patient journey call 03333 200024 or email hello@cleosystems.com