



# GovBook | Phlebotomy Booking Service.

## A Booking Platform Built For The NHS.

We've worked with our NHS community to co-create a product that is proven to help to improve the delivery of phlebotomy services by:

- Automating admin processes
- Enabling (24/7) self-service
- Providing full visibility & control
- Reducing wasted capacity & costs
- Collecting & visualising data
- Reducing reliance on costly channels

### **An all-in-one platform.**

From scheduling & resourcing to approvals & comms — you'll have everything you need to manage your phlebotomy service effectively.

### **Improve the patient experience.**

Meet patient expectations with 24/7 self-service, real-time service updates & multi-channel orchestration.

### **Increase operational efficiency.**

With custom rules, schedules, pathway limiters & dashboards, you'll have the tools you need to control demand, increase visibility & reduce wasted capacity for multiple sites & services.

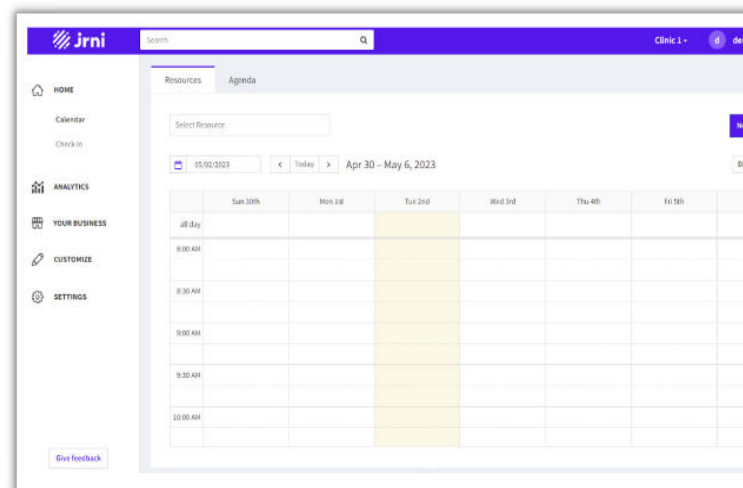
Give your staff the tools they need.

# Increase efficiency & cut costs.

## Improve processes.

Increase the efficiency of your phlebotomy service & reduce the cost to serve with an easy-to-use admin portal that:

- Automates menial admin tasks
- Provides staff with real-time visibility
- Reduces wasted capacity & costs
- Reduces appointment back-logs
- Simplifies multi-site/service appointments



## Simplify & automate your admin.

With custom booking rules, pathways limiters & earlier slot recommendations, you can easily manage approvals, scheduling & resourcing for multiple locations & services.

## Use data to improve delivery.

Track usage, monitor outcomes & continually adapt your service to increase first-time resolution rates, align resources with demand & reduce the cost to serve.

## Make your service more efficient.

Automate the collection & validation of information, get a real-time view of your service, cut back on costly service channels & save staff time by streamlining processes.

## Built for the NHS.

Your booking service will be designed based on the NHS Digital Service Manual, so you can rest assured that it will be robust, transparent & in line with national standards.

Meet modern expectations.

# A better experience for patients.

## Do more with less.

Meet patient expectations with a purpose-built platform that:

- Offers (instant) 24/7 access
- Enables seamless end-to-end self-service
- Reduces failure demand
- Provides real-time service updates
- Reduces on-site waiting times
- Meets WCAG 2.1AA, ISO27001 & more
- Is accessible in multiple languages



## Improve access to your service.

Patients can make (or amend) a booking in 60 seconds or less on any device at any time.

## Increase first-time resolution rates.

With criteria-based pathways & guidance messaging displayed throughout the booking journey, your patients can quickly find & book the correct service without seeking assistance.

## Reduce no-shows by up to 62%.

Set up automated comms for trigger events like pre-and-post-appointment guidance, confirmations & reminders.

## Deliver multi-channel services.

Empower patients to access services how, when & where they feel comfortable by integrating your in-person, virtual & over-the-phone channels.

These are just a few of the features you'll have access to.

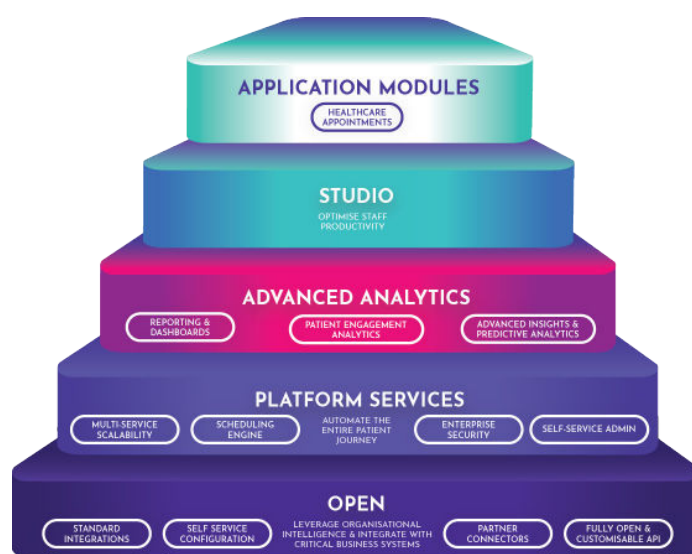
# System features:

Feature	Description
<b>AI-powered Scheduling Engine</b>	<p>Our AI-powered scheduling engine manages the availability of staff, resources, and services to ensure all bookings are made effectively. Flexible booking rules enable users to control elements such as the booking timeframe, cancellation timeframe, and max bookings – all within a simple interface.</p>
<b>Create New Bookings</b>	<p>Patients and staff can create an appointment slot, add (compliant) information, select availability, and confirm a booking from within the Admin Portal or the front-end booking journey.</p>
<b>Reschedule and Cancel Bookings</b>	<p>Both patients and staff can reschedule or cancel an existing booking from within the Admin Portal or via a unique booking link. The other party will be automatically notified of any changes made to a booking.</p>
<b>Staff Schedules</b>	<p>Staff schedules are input for each staff profile, enabling the scheduling engine to provide accurate availability for when staff can be booked. This can be manually driven, uploaded in bulk or controlled from a workforce management tool using the API.</p>
<b>Bilingual</b>	<p>This app is set up to apply custom languages as standard.</p>

<b>Calendar Options</b>	We have two core calendar options available. A month view calendar and a 7-day calendar.
<b>Earlier Availability Feature</b>	This feature provides a list of other locations that have earlier availability than the location selected.
<b>Service Eligibility</b>	Users can lookup and select an available address from the Ordnance Survey database.
<b>Eligibility Questions</b>	This journey has an information and service eligibility page. It provides a custom decision tree on which service patients can proceed with.
<b>Scheduled Reports</b>	Ability to send custom reports to admin email addresses as per a daily schedule.
<b>Kiosk Check-in App (Add-on)</b>	Optimised kiosk check-in interface for self-service arrivals.
<b>GOV Notify Integration (Add-on)</b>	Send email and SMS notifications via your GOV. Notify account.
<b>Google Translate (Add-on)</b>	Integrate bookings with Google Translate to make accessing your services quick & easy for everyone.

Connect your workflows.

# Integrations & add-ons.



Platform Architecture

We've worked with our NHS community to develop a range of off-the-shelf integrations that help clinics improve the delivery of phlebotomy services.

## Connect with NHSmail.

Connect with NHSmail to integrate bookings with internal diaries, emails & directories so that you can connect workflows & save time.

## Service Check-in App.

Enable patients to mark themselves as arrived with an optimised kiosk check-in interface to improve the on-site experience.

## Connect with notification services.

Connect your system with notification services like GOV. Notify to automate the process of communicating with citizens.

## Integrate with Google Translate.

Integrate your system with Google Translate to increase first-time resolutions & make your service more accessible.

We've helped over 50 clinics improve the patient experience, increase efficiency & cut costs with an all-in-one patient engagement platform.

To find out more, check out our listings on **G-Cloud**.

**Let's talk bookings:**

 [info@bookinglab.co.uk](mailto:info@bookinglab.co.uk)

 [www.bookinglab.co.uk](http://www.bookinglab.co.uk)

 [@bookinglab](https://twitter.com/bookinglab)

 [/bookinglab](https://www.linkedin.com/company/bookinglab)

 **bookinglab**