

RTS Kiosk

# Successful RTS Kiosk Deployments



# Healthcare Kiosks

## The Challenge

Founded in 1968, the Hospital Corporation of America (HCA) is one of the nation's leading providers of healthcare services, comprising 171 locally managed hospitals and 118 freestanding surgery centers in 20 states and the United Kingdom. In 2012, HCA wanted to better its patient service by implementing a more efficient check-in solution.

## Hospital Corporation Of America

Hospitals across the nation are constantly trying to find ways to enable staff to focus on improving patient care.

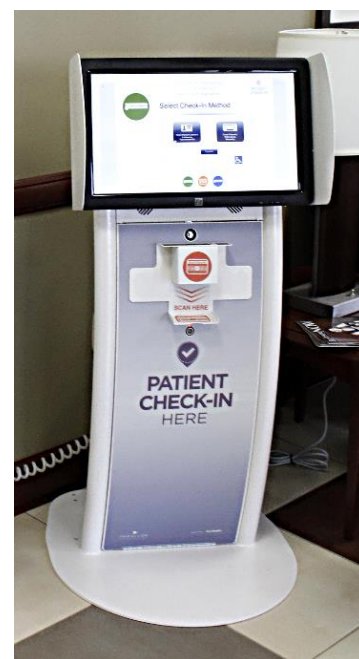


## The Solution

HCA worked with Meridian and HP to provide its hospital waiting rooms with self-service kiosks to expedite the check-in process.

The fully interactive, ADA solution allows HCA patients to check-in via three simple steps. First, patients select their language, either English or Spanish. Next, patients check-in by swiping either a credit card or driver's license.

Patients can also opt to enter their personal information manually. Finally, patients enter their reason for visiting the healthcare facility. Check-ins are kept in sequential order on an electronic log, ensuring that the arrival date and time are accurately reflected in the patient's records. Patients are taken in order of their arrival unless their reason for visiting warrants accelerated processing.



## The Results

With over 400 check-in kiosks installed throughout their hospital waiting rooms, HCA continues to improve their patient care and expand their self-service check-in solution.

## The Partnership

Meridian and HP have partnered to create solutions for well-known brands across the logistics, healthcare, retail, and entertainment industries. Some notable partnerships include hospital check-in kiosks for the Hospital Corporation of America, self-service shipping solutions for FedEx, job application, site-to-store, and endless aisle kiosks for the world's largest retailer, and food ordering kiosks for a large amusement park corporation.



## Food Ordering Kiosk

### The Challenge

Amusement parks dedicate themselves to providing an entertaining and overall high-quality experience for all of their guests, and while waiting in line is part of the amusement park experience, thrill-seekers typically prefer to spend their time waiting for rides rather than concessions. Acknowledging concessions wait times as a concern, a large amusement park corporation approached Meridian with a desire to implement an ordering kiosk to expedite the overall process.



### The Result

The amusement park corporation's kiosks are currently installed at three of their different park locations, with future plans for nationwide expansion to each of their amusement parks across the United States.

## Large Amusement Park Corporation

Meridian worked with a large amusement park corporation to develop an interactive concessions ordering solution to improve efficiency at their parks across the Americas.

“Guests are now able to conveniently order and pay for their food from the kiosk.”

### The Solution

To expedite the food service process in their parks across the country, the amusement park corporation partnered with Meridian to design and deploy custom concession ordering kiosks. The two worked together to integrate the amusement park's self-order and bill pay software onto one of Meridian's standard kiosk models, the RTS. Guests are now able to conveniently order and pay for their food from the kiosk.

### The Partnership



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## **Corporate Headquarters**

312 S Pine Street  
Aberdeen, NC 28315  
+1 866 454 6757  
sales@mzero.com

**meridiankiosks.com**

