

New Olivia Greets Patient Check-in Solution Streamlines Healthcare Operations

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Olivia Greets, a live, 24-hour, avatar-based virtual receptionist company, has launched a new product targeting the healthcare market. The Olivia Greets Patient Check-in Solution will allow busy healthcare clinics, doctors' offices and hospitals to streamline the check-in process similar to how the airline companies have added check-in kiosks for customers to use. The Olivia Greets solution provides patients with different options to check-in, allowing them to leverage a touch screen, a live agent or both. Since the Olivia Greets solution is integrated with the practice management application, the staff is alerted when a patient has arrived and checked in. Additional modules may be added and integrated as required.

Jim Farrell, President of Olivia Greets says, "Many patients are using self-service technology in other areas of their lives—from ATMs and airlines to supermarkets and fast food restaurants—and often find the Olivia Greets system to be easy to use and more convenient than waiting in line to talk with the receptionist. We felt the time was right to enter the healthcare market as it attempts to consolidate data and improve efficiency and accuracy, as these are all things the Patient Check-in Solution provides.

A unique feature that separates Olivia Greets from the competition is the live, knowledgeable avatar that can walk otherwise computer-weary patients through the touch screen check-in process. The avatar is operated by a call center agent, thus allowing greater flexibility in assisting patients than a standard kiosk.

Today's healthcare organizations are constantly looking for new ways to be more efficient, while at the same time enhancing patient care. While numerous technological patient care advancements have been seen in examination rooms throughout the last ten years, very few have made their way to the waiting room until now. The Olivia Greets patient kiosk can reduce overhead or allow for the reallocation of resources, resulting in a more efficient waiting room.

The Patient Check-in Kiosk is built off of Olivia Greets' proven virtual receptionist technology, which is currently in use across a variety of companies and organizations in a wide range of industries. The core technology uses a touch-screen device, a customizable avatar to greet visitors and live, back-end interaction with Olivia Greets' call center

For more information, please visit our website at www.oliviagreets.com.