



Order Tracking Manager Lab Kiosk

Streamline Lab Check-In

The Veterans Affairs Medical Center (VAMC) laboratory departments face workflow inefficiencies driven by manual patient check-in, identification, specimen tracking, and documentation processes, resulting in administrative burden, delayed patient throughput, higher risk of errors, and added strain on lab and clerical staff while diminishing the overall patient experience.

The **OTM Lab Kiosk** delivers a targeted, practical solution to one of the most consistent friction points in VAMC lab workflows — the check-in bottleneck. The OTM Lab Kiosk puts Veterans in control of their own check-in — **reducing lines, freeing clinical staff for higher-value tasks, and giving every Veteran a faster, more dignified start to their lab visit.**

By automating a routine but time-consuming process, it simultaneously:

- ✓ Reduces operational strain on lab and clerical staff
- ✓ Accelerates patient throughput at the point of entry
- ✓ Improves the Veteran experience from the moment they walk through the door
- ✓ Supports VA's High Reliability Organization (HRO) goals by standardizing and streamlining a critical patient touchpoint

A focused, low-barrier add-on feature that delivers measurable value and drives patient safety protocols to both Veterans and VA lab operations without disrupting existing workflows

The **OTM Lab Patient Kiosk** is a VistA-integrated self-service touchscreen station and check-in solution that empowers Veterans to check themselves in for routine lab appointments — independently, quickly, and securely — by simply swiping their VA ID card. It is sold as an add-on to OTM Lab and is deployable at any site already running **OTM Lab**, a web-based solution providing real-time VistA data interface for laboratory staff, providers, and administrators.

PATIENT SELF-SERVICE KIOSK CHECK-IN WORKFLOW:

Complete Check-In Under One Minute!

- 1 | Welcome Screen**
Site name & swipe instructions
- 2 | Card Swipe**
ICN/EDIPI lookup; bad swipe → retry or clerk
- 3 | Appointment**
Single active appt: confirm. Multiple/none → clerk
- 4 | Confirmed**
Queue # or Patients Name displayed; auto-returns after timeout

Walk-In Path:

No appt → walk-in check-in. Patient cannot walk-in if already checked in. Walk-in requires patient to have pending orders

Clerk Fallbacks:

- Bad swipe
- Multiple appts
- Unsure
- No appt
- No pending order

Operational Pain Points It Directly Addresses

Pain Point	How OTM Lab Kiosk Solves It
Front desk congestion & long check-in lines	Self-service card swipe check-in eliminates the need for staff-assisted front desk processing
Staff time consumed by routine check-ins	Frees clinical and clerical staff to focus on higher-value tasks
Missing or unnotified check-ins	Automatic staff notification of completed check-ins directly in the OTM Lab worklist
Walk-in patient management	Supports walk-in check-in for patients with pending orders but no scheduled appointment
Slow or error-prone manual check-in	Entire check-in process completes in under one minute with minimal human intervention
Appointment verification errors	System only surfaces active, non-cancelled, non-no-show appointments — eliminating invalid check-ins
Edge case handling burdening staff	Bad swipes or missing orders automatically route patient to a clerk with a clear on-screen message — reducing staff interruptions
Patient data security in public areas	Walk-in check-in intentionally withholds sensitive patient identifiers from the kiosk screen, keeping sensitive information secure in public areas.

Veteran Patient Satisfaction Benefits

- No forms, no front desk wait — simple card swipes get them checked in instantly
- Clear queue number or name display guides them to the waiting room independently
- Step-by-step guided experience — welcoming screen with animated swipe instructions reduces confusion
- Walk-in flexibility — Veterans without scheduled appointments are still accommodated
- Dignified, autonomous experience — reduces dependency on staff for a routine task
- Faster overall lab visit start — less time standing in line means less frustration

- Waiting room board integration — queue management flows naturally post-check-in
- Easy deployment — no new infrastructure required at OTM Lab-running sites
- Configurable per site — kiosk settings managed within existing OTM Lab Group Configuration
- Secure by design — dedicated VistA broker interface and post-install application proxy

See it in Action

The OTM Lab Kiosk directly supports the Veterans Health Administration Pathology and Laboratory Medicine Service program office goals of maintaining strict regulatory compliance, driving enterprise-level system integration across VAMCs, optimizing operational productivity, and developing the next generation of laboratory professionals.

It streamlines check-ins to deliver timely appointments and identity protocols, optimizes operational productivity by freeing staff for higher-value tasks, and contributing to an enterprise-ready, scalable lab environment aligned with VA's HRO standards.

VAMC Operational Benefits

- Reduced front desk workload — staff redirected to complex or clinical tasks
- Seamless VistA integration — no separate system to manage; works within existing OTM Lab infrastructure
- Reliable appointment data integrity — only valid appointments are confirmed

For more information on how the OTM Lab Kiosk works, consult our team now.

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