eQPNS automates patient queuing to create a patient-centered workflow, reduce wait times, improve services, and enhance the appointment process.

ePQNS is the Military Health System's enterprise solution for patient queuing. Patients check in using kiosks and touchscreens. This action notifies medical staff of the patient's status and prompts related services. The system is currently used in military hospital and clinic pharmacies, urgent care centers and emergency rooms. There is also a mobile version of ePQNS (Q-Anywhere) that allows patients to check into locations via their cellphone, thus avoiding potentially crowded waiting areas.

ePQNS supports DHA's goals by optimizing information technology systems and processes, leveraging rationalization, optimization, cost reduction, and modernization. As part of this effort, the ePQNS team migrated 120 site servers to regional hosting, saving approximately $7 million annually via decreased costs for software licenses, labor costs, and hardware and software maintenance.

Performance Management Dashboard

Key Features

- Automated patient check-in alerts staff and streamlines front desk operations
- Standardizes data collection, reporting and inter-facility workflow

Key Benefits

- Utilizes the Performance Management Dashboard to track workload and performance
- Uses the Patient Information Center to enhance communication with patients and improve waiting room availability
- Leverages predictive analytics using historical data to determine future staffing and workflow optimization
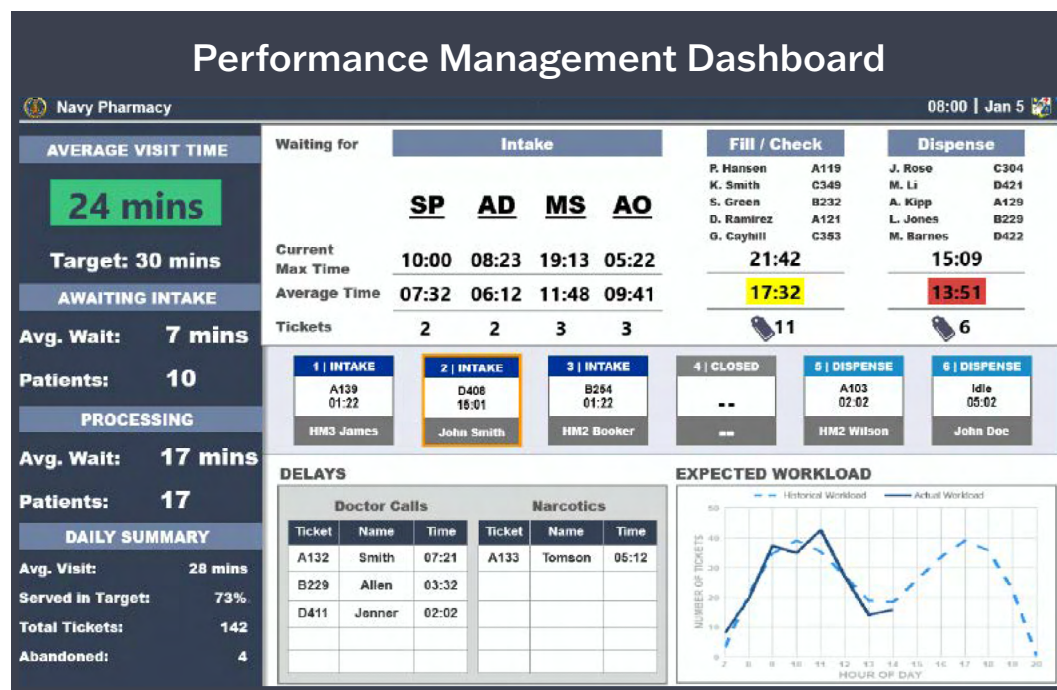
ePQNS is managed by the **Solution Delivery Division** Health Services Support Program Management Office.