



**YellowSchedule** is a Limerick based company founded by Martina Skelly and Michael Skelly. The company specialises in the provision of web-based scheduling and appointment management software. YellowSchedule was selected as a company with an innovative solution through the HIHI Innovation Competition. YellowSchedule has successfully deployed their product in the US and Canada but at the time of application had no reference or user site in Ireland.



## About Health Innovation Hub Ireland

Health Innovation Hub Ireland (HIHI) was established by the Department of Business, Enterprise and Innovation and the Department of Health and is supported by Enterprise Ireland (EI) and the Health Service Executive (HSE) to drive collaboration between the health service and enterprise. We offer companies the opportunity for pilot and clinical evaluation studies and the health service access to innovative products, services and devices that they may not otherwise be exposed to.

We encourage healthcare professionals to get in touch with HIHI if they have an idea or solution to how something in your job might work better.



HIHI is built on the recognition that collaboration with enterprise can benefit patient care, patient pathways and outcomes. We assess all concepts for healthcare innovation from those on the frontline - from clinician to porter.



## The Healthcare Challenge

Due to the COVID-19 pandemic, hospitals across the country needed to limit access to hospitals to protect their patients and staff. South Infirmary Victoria University Hospital, Cork (SIVUH) sought a solution to manage visits for long stay patients. Cork University Maternity Hospital (CUMH) wanted to support safe access to the hospital for partners. Both hospitals needed a visitor scheduling system that was easy to use, minimised risk, pre-screened visitors, enabled contract tracing, minimised queuing and staff-visitor interactions.



# The Healthcare Solution

YellowSchedule adapted their cloud based appointment scheduling platform to enable safe visits at both sites. The system enrolled nominated visitors, scheduled visits and enabled pre-screening of visitors. Once visitors were approved, a QR code allowed those visitors to enter the hospital, scan the QR code and progress to the visiting location. The system enabled tracking of visitor numbers and locations, minimised touch points and minimised risk for patients, family and staff. It also provides an accurate single source of data to enable contact tracing for infection control teams. The system is fully secure and GDPR compliant.



## HIHI Role

YellowSchedule worked with HIHI and the clinical teams at SIVUH and CUMH to deliver a solution that addressed their site and discipline specific requirements. Pilot assessments were conducted at both sites and based on the positive outcomes, a system implementation at both sites followed. SIVUH has moved to a full rollout of the

system for all visiting across the hospital. Since working with Health Innovation Hub Ireland, YellowSchedule has increased staff numbers and has developed its system further to add multi-language capability, COVID-19 certificate status checking for visitors and is due to launch in three additional Irish hospitals by Q1, 2022.

## Outcome Report

The YellowSchedule Appointment System was implemented to manage patient visits in the two Trauma Orthopaedic Wards in South Infirmary Victoria University Hospital (SIVUH) in Cork and in the Out-patient clinic in Cork University Maternity Hospital (CUMH).

### Value to Patients

Long-stay patients in SIVUH really appreciated being able to see their family members again. Patients in CUMH who were attending the out-patient clinics could again be accompanied by their partners for their all-important anatomy scans which checks the baby's development.

### Value to Family Members

Family members visiting patients in SIVUH found the convenience of being able to schedule online at a time that suited them, rather than trying to phone a busy hospital telephone line preferable, and also felt that each patient was getting 'their fair share' of visits during the week with the new system. Partners of CUMH patients were able to provide support at the anatomy scan, which was particularly important if any developmental issue is identified.

### Value to Healthcare Staff

The impact on launch was immediate, with one senior ward staff member in SIVUH described the impact as "extraordinary - the phones have stopped ringing and I can get back to doing my job" which is caring for patients. The staff in CUMH immediately saw the value of having a partner or advocate supporting the expectant mothers during their pregnancy.

### Value to Hospital Management

Hospital Management in both SIVUH and CUMH felt that that the system gave them a great level of visibility of who was coming on site, and that they could manage it easier and control it better. Contact tracing during the pandemic was enabled easily if needed at any given time. Breeda Kelly, Assistant Director of Nursing, SIVUH said, "YellowSchedule has been transformational in terms of enabling the return of visitors to our long stay patients safely and efficiently." They were also impressed by the ease with which both patients and their families adopted the digital solution. Professor John Higgins, Clinical Director, CUMH said "digital technologies are and will be an integral part of healthcare delivery. I was delighted to see our patients adopting the visitor scheduling app, supporting us on our digitisation journey."

### Testimonial

*"Health Innovation Hub Ireland has been invaluable to our company in facilitating the visitor scheduling and contact tracing platform at SIVUH and the CUMH project to schedule 20 week anatomy scans. HIHI supported us with the resources and expertise required to ensure that it could be launched quickly and effectively."*

Martina Skelly, CEO and Co-founder, YellowSchedule



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