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SEABROOK HOUSE GOES HIGH TECH *New Electronic Kiosks Will Improve Patient Care*

Seabrook, NJ— In an effort to improve patient care services, Seabrook House has once again embraced technology and began using a self-service, touch screen kiosk in the care management department.

“Computers are an integral part of our everyday lives, and here at Seabrook House we are excited to incorporate new technology in order to improve patient services,” said Ed Diehl, President of Seabrook House. “Patient self-service kiosks are becoming more common in hospitals. These kiosks are an excellent way to increase patient satisfaction by reducing wait times and offering greater convenience and privacy. We are always looking at ways to improve our services, and the kiosk system will provide greater efficiency in our care management department.”

Diehl stated that, “Seabrook House is extremely eager to incorporate the technology throughout the campus. We will be rolling out the kiosk system in the care management department first, but the goal is to also expand the touch screen program to the admissions and the medical service departments.”

According to Diehl, “The use of the kiosk will greatly increase the efficiency of the care management team, and also ensure greater patient confidentiality. Before the kiosk system, patients looking to discuss insurance benefits and extended treatment options were often unaware of the availability of their care managers. The new kiosk will allow our residents to check in or request meetings electronically, without interrupting another’s appointment. This system will limit distractions when residents are meeting with their care managers.”

“The self-service kiosk is simple to use,” said Michele Smith, CADC, WTS, Care Manager Coordinator. “Patients will check in using a touch screen kiosk by entering their first name and birth date. The system will then send an alert letting the care manger know that he or she has arrived. There will be a television screen in the waiting area that patients can use to track their wait and check availability of care mangers in real-time.”

Smith noted that the kiosks will not only help the care managers, but other departments can log into the system to check the location of a patient. Smith added that, once we expand the kiosk technology to other departments, we will also be able to offer a smooth “real-time” transition from the admissions to the medical department.

Seabrook House is an internationally recognized, private CARF-accredited addiction treatment center with several locations. The main facility is located in Bridgeton, NJ, convenient to Pennsylvania, New York and surrounding states. Our 90-day transitional living facility for men, Seabrook House West, is located in north central Pennsylvania in the town of Westfield. Our 90-day transitional living facility for women, Changes, is located on our main campus. A regional office is located in New York City, along with outpatient offices in Cherry Hill and Northfield, NJ. Seabrook House has been helping families find the courage to recover from alcoholism, drug addiction and substance abuse since 1974.

To contact Seabrook House, please visit the organization’s web site at www.SeabrookHouse.org, or call the 24-hour help line at 1-800-761-7575.

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