

A photograph of a modern hospital building with a prominent glass and metal emergency entrance. The word "EMERGENCY" is written in large, red, capital letters on a white sign above the entrance. The building has a white facade with several windows. The sky is clear and blue.

**EMERGENCY**

# Visitor Management System (ViMS) for Hospital

FOR HOSPITAL ENVIRONMENT, THE CORE REQUIREMENT WILL BE ON SECURITY AND THE PHYSICAL DISTANCING COMPLIANCE IMPOSED AT THEIR PREMISES DUE TO HIGH NUMBER OF DIFFERENT VISITORS VISITING THE VARIOUS PATIENTS IN THE HOSPITAL, AS WELL AS THE EXTERNAL PEOPLE SUCH AS CONTRACTORS OR VENDORS COMING IN AND OUT FROM THE PREMISES

- 1** As there are many different Wards and Patients, the security must be able to easily validate that each Visitor trying to enter do indeed have appointment with the Patient and the appointment has been approved by the Ward Supervisor.
- 2** As there are many entrances and exits into the hospital, the solution must allow or easy self service verification that is fully integrated with the access control system such that once validated, Visitor is able to be allowed entry without the need to have security guards to manually verify.
- 3** Any external visitors, contractors and even their own employees would need to go through a health declaration questionnaires before entry.

# BENEFITS OF HAVING VISITOR MANAGEMENT SYSTEM



## Visitor registration verified against



National IDs



Driving Licence



Potentially other national credentials



## COVID-19 Requirement for Visitor



Registration of visitor contact details together with temperature data



Easy contactless self-filling up of Health Declaration form by visitors



Auto alert or no check in allowed if temperature above limit or visitor do not complete their health declaration form



Limiting on number of visitor allowed in the premises to ensure no over crowding



## Compliance to Personal Data Protection Act



Keep visitor information confidential by not exposing the information openly on a log book.



Option to not store the full identification number but only taking the last 4 digits information.



Information is secured with proper encrypted database and only authorize personnel can access the information.



Every access into the system is tracked with audit trail where every transactions is traceable for investigation purposes if any breach occurred



Auto-delete configuration is available where all visitors' information will be deleted at certain time.



## ISO 27001 Secure Physical and Environmental Areas Audit Compliance



a. Control of who can access specific location of the organisation for staff, visitors and external cleaners /facilities maintenance resources.



Manage controls for incoming materials (e.g. deliveries) and outgoing materials at Delivery & Loading Areas.



## Easy Pre-Appointment Management for Multiple users



Visitor can easily request for appointment to visit Patients & Ward Supervisor approve the request if the Patient is allowed to have visitor. Before approval, system is able to check that the quota of people count for the visitation is within the limit set.



Employee of Hospital can easily create appointment of Contractors or Vendors coming to see them.



Upon confirmation of appointment, Visitors/Contractors/Vendors will receive an email notification with an Appointment QR Code as well as the URL Link to fill up health declaration questionnaire if required.



Receptionist or Security is able to easily check that the Visitors/Contractors/Vendors do have approved appointment by scanning the QR Code which would retrieve the data of the appointment from the system.



Alternatively, Visitor can do a self check-in using the QR Code at the self-service kiosk.



Upon check-in, the system is able to issue a Visitor Pass that can be printed with another QR Code that can be used to enter the building.



For higher security location, system can support additional level of approval requirement before any appointment is allowed.



## Alerts to Ward Supervisor Once Visitor has Checked In



Once Visitor is Checked In, an alert will be sent to the Ward Supervisor who is managing the Patient via email, SMS, telegram chat app or CALMS Host Mobile App



## Safety Briefing Management



System only allow visitor or contractor to check in if they have a valid Safety Briefing



Digital Safety Briefing that allows enrolment of Safety Briefing over the counter or others with QRCode scanning



Automatically tracked against expiry



## Overstay



Every visitor registered can be assigned with number of hours allowed and system give alerts once overstay



Alert can also be sent to Visitor & Tenant especially if they are taking up the parking space



## Blacklist



Anyone within the blacklist cannot be checked in



## COVID 19 Requirement for Employee



Dedicated URL link for staff to update daily health declaration.



Integrated with Facial Recognition to automatically capture temperature data & verify the health declaration is completed before entry is allowed.



## Integration with Access Control



Once a visitor is checked in, system will issue visitor pass in the form of Cards, QR Code or biometric such as face or fingerprint



Visitor to use Visitor Pass for authentication at the access control



Upon the visitor exiting, the system will automatically check out the visitor from the system



Likewise, the Visitor Pass can also be issued during the pre-appointment such that visitor can have immediate access during the appointment time



## Secure QR Code



Host and Visitor can be issued with encrypted QR Code for access to premises



QR Code scanner provided can be integrated with any access control controller via Wiegand interface



Gold  
Microsoft Partner



ISO 9001: 2015 CERTIFIED



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