Getting Started with Kiosk Mode
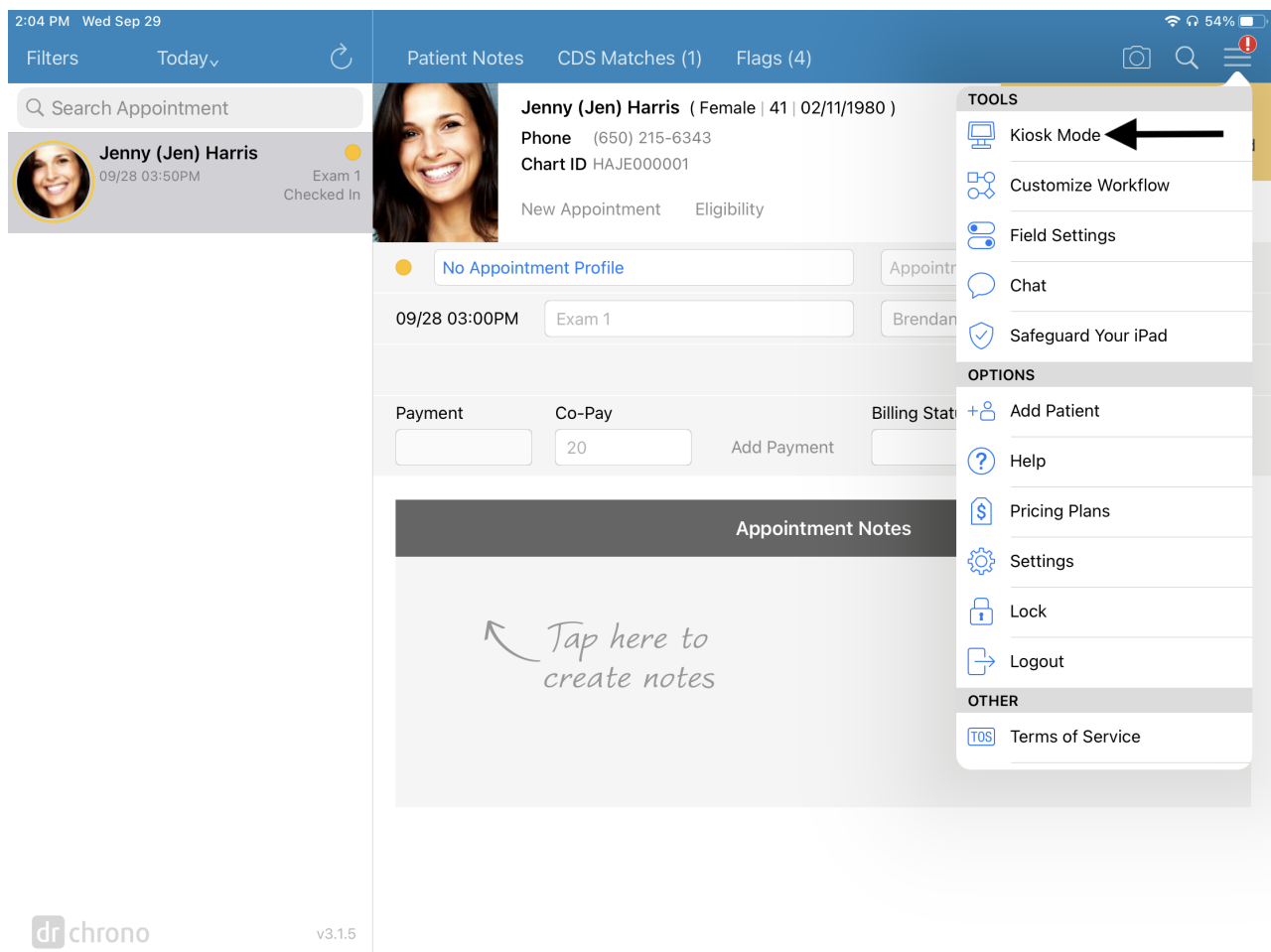
07/08/2024 7:32 pm EDT

The DrChrono platform includes the Patient Check-In App, independent of the EHR/EMR app designed to streamline the patient check-in process. The Check-In app includes a Kiosk Mode where your patient may verify their background information, answer questions, and sign consent forms without the supervision of a receptionist or staff member. Using the Kiosk Mode saves your office administrative strain and improves the patient experience.

If you would like more information, please take a look at our kiosk mode video.

To use Kiosk Mode, open your Check-In App and sign in. Tap on the menu button(

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) in the upper right-hand corner and select **Kiosk Mode**.

By default, the home button on your iPad is not disabled. To temporarily disable the home button and prevent your patient from closing the app, enable guided access in your iPad settings. To begin Kiosk Mode, select**Start Kiosk Mode**.

Filters   Today ⌄   Patient Notes   CDS Matches (1)   Flags (4)

Search Appointment

Jenny (Jen) Harris   (Female | 41 | 02/11/1980)

This is a Sample Patient
In the **Main Menu**, you can **Add Patients**, **Customize Workflow** and turn off **Sample Data** in **Settings**.

Jenny (Jen) Harris
09/28 03:50PM

Start Onboarding

Close   Kiosk Mode

IMPORTANT

Make sure Guided Access is turned on before going into Kiosk Mode. To learn more about Guided Access, tap on Safeguard Your iPad from the side menu.

Kiosk Mode will allow patients to check themselves in. To exit Kiosk Mode, tap on the Staff Unlock button and enter your username & password.

Start Kiosk Mode

We recommend a kiosk that has front and rear camera openings. The front camera is required for patient photos and the rear camera is required for insurance card photos. You can also disable those sections in 'Customize Workflow' in the main menu if your kiosk doesn't support those features.

Here are some kiosks with front and rear camera openings:

Table Stand 1   Table Stand 2   Floor Stand 1   Floor Stand 2   Floor Stand 3

dr chrono   v3.1.5

When you select **Start Kiosk Mode**, you will be directed to the first page of Kiosk Mode. When a patient finishes checking in, the check-in screen will revert to this page.

Welcome to the Check-In Kiosk

Select your preferred language
below and tap the start button

| English | Español |

Start

An appointment is required for you to check in.
If you do not have an appointment for today, please talk to the receptionist.

When a patient hits **Start**, they will be required to verify their appointment. They will need to enter their **name** and **date of birth** to begin. The patient will need to have an appointment before using Kiosk Mode and will need to type in an exact name and date of birth match to your EHR to continue.

First Name   **Last Name**

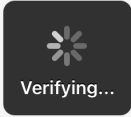Jenny   Harris

Date of Birth

02/02/1980

Log In

Verifying…

After the appointment has been verified, your patient may now follow the onscreen instructions to check-in. This order is based on the check-in workflow you have customized.

First Name *

Jenny

Last Name *

Harris

Middle Name

Suffix

Jr., Sr., III

Nickname

Jen

Sex

Female

Gender Identity

Unknown

Sexual Orientation

Unknown