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# **Lilie Hub** Driving efficiencies by offering patients choice and flexibility

As the UK's leading sexual health platform, Lilie continues to provide innovative and flexible solutions that empower our partners to deliver efficient patient-centric care. Lilie Hub is our fully accessible portal that helps Sexual Health services achieve even more, whilst offering patients choice and flexibility.

### **Key benefits**

Giving choice and control to patients to choose and book their appointments online can enhance productivity and operational efficiencies for sexual health services.

- An easy and accessible way for patients to engage with sexual health services, via a web browser on any device
- Allows patients to manage their appointments and personal details, including communication preferences
- Fully hosted and supported by Idox, without the need for additional investment in hardware, infrastructure or complex networks

#### Secure

Patients have the option to opt into multi-factor authentication for their Lilie Hub account for added piece of mind.

#### **Highly configurable**

Services can apply their own logo for branding, and tailor information and advice to meet the specific needs of their local communities. The availability of appointments online can be easily controlled by the Service through flexible and intuitive functionality.

#### **Clinic administration efficiencies**

Putting patients in full control of their appointments and personal details can significantly reduce the time spent by clinic staff managing their clinics, as well as recue DNA's by allowing easy appointment cancelations.

#### Looking ahead

Patients will soon be able to request additional services without having to book an appointment. For example, the patient could request a repeat prescription or condoms. These requests can be responded to by the clinic, and the patient can review the response in their Lilie Hub account.

## To discover how Lilie could benefit you and your organisation please call 0333 011 1200 or email marketing@idoxgroup.com or visit our website.

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#### Intuitive patient journeys

Configurable booking reasons displayed to the patient can help guide the patient towards choose the right appointment. Each booking reason can be linked to specific appointment slots in specific sessions.

#### **Pre-clinic triage**

Online triage forms can be designed by services for patients to complete as part of the appointment booking process. This information can then pre-populate the patient record and in-clinic consultation forms, for time efficiencies and continuity.



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