The Rush University Cancer Center is pleased to introduce our latest innovation, which will allow us to better serve you through the entire process of registration, check in and check out. The Cancer Center has installed the Qmatic system, which is a numerical patient tracking tool designed to improve your personal experience through increased efficiency while maintaining your privacy. The Qmatic System will be used to guide you throughout your visit with us.

Your interaction with Qmatic will begin as you pause at one of the kiosks to begin the check in process. This self-serve system will prompt you to answer a few simple questions pertaining to your visit, including whether you will need wheelchair assistance. You will then receive an ID number that the office staff will use to coordinate your check in.

After registering at the kiosk, you may sit down and relax while the reception staff is notified of your arrival. The receptionist will prompt the system to call you on the overhead speakers using your ID number. Your number will also be displayed on a screen. After check in is complete you will then be called by name to proceed to either triage, infusion or the exam room (your ID number will eventually be used for all of your scheduled visits, including triage, physician visit, and infusion).

Once you have completed all of your visits for the day you will proceed to the kiosk to begin the check out process. You will be issued a new ticket and the staff will be notified of your need to see a scheduler. You may be seated until a scheduler calls your number.

We appreciate your support and participation as we implement this new system. We are confident that Qmatic will help us improve your experience while visiting the Rush University Cancer Center.