



Turnify Goes Live at UCH

We are excited to announce the official kick-off of a research initiative at University College Hospital (UCH), Ibadan, focused on enhancing patient satisfaction and experience through digital queue management systems in healthcare service delivery.

Research Context & Objective

In high-traffic healthcare environments such as UCH, prolonged waiting times, unclear queue structures, and inefficient patient flow remain critical challenges affecting both patient experience and staff productivity.

This research focuses on reviewing existing evidence, evaluating the effectiveness of digital queue management systems within UCH, and assessing patient and staff experience. It further seeks to identify implementation challenges and inform practical frameworks for adopting digital queue systems in healthcare settings.

Deployment & Intervention

These departments have been selected and equipped with Turnify terminals to participate in this pilot:

- Medical Outpatient Department (MOPD)
- General Outpatient Department (GOPD)
- Staff Clinic

Turnify serves as the core intervention system, enabling patients to join queues remotely, receive real-time updates, and access care more efficiently, thereby supporting improved workflow and reduced congestion across these units.

