University Hospitals
Parma Medical Center

POWERED BY InQuicker™

Wait from Home, Not the ER at UH Parma Medical Center
Check-in for a projected treatment time with the free InQuicker online waiting service

Parma, Ohio – Tired of spending hours in a stuffy, overcrowded ER waiting room? University Hospitals Parma Medical Center has the solution: It's called InQuicker, and it's reinventing the way patients access ER care.

Beginning March 23, a patient can check-in for their projected treatment time at UH Parma Medical Center, arrive in the Emergency Room at the designated time, and be promptly seen by a health care professional using an innovative online service called InQuicker.

"Our patients deserve more respect for their time," explains Kim Shaffer, RN, ER Manager at UH Parma Medical Center. "Once a prospective patient receives a projected treatment time through inquicker.com/facility/parma-medical-center, he or she can wait at home rather than sitting in the waiting room. Once they arrive, it's our commitment to make sure that the patient is promptly seen by a health care professional."

InQuicker is not an appointment or reservation service, as the nature of ER triage does not allow for the scheduling of medical treatment. InQuicker estimates treatment times based on facility conditions and allows its users to wait from the comfort of home, rather than the waiting room.

InQuicker users do not skip the ER wait, nor will they be seen ahead of individuals in the waiting room. In the event of a projected treatment time delay, InQuicker users are sent real-time notifications via phone call and email so they can continue waiting at home.

"InQuicker is intended only for individuals with non-life-threatening or debilitating medical conditions," Shaffer said. "It's a simple and convenient way for people with busy lives and busy families to conveniently access care for minor medical needs.

If you're in doubt about the severity of your condition, you should always seek immediate care."

The InQuicker system is designed to filter certain symptom keywords that may indicate a life-threatening medical condition, in addition to a review of a user's symptoms by a health care professional at UH Parma Medical Center. Those indicating such medical conditions are prompted to dial 911 or go immediately to the nearest emergency room.

For more information about InQuicker, please visit www.InQuicker.com.

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