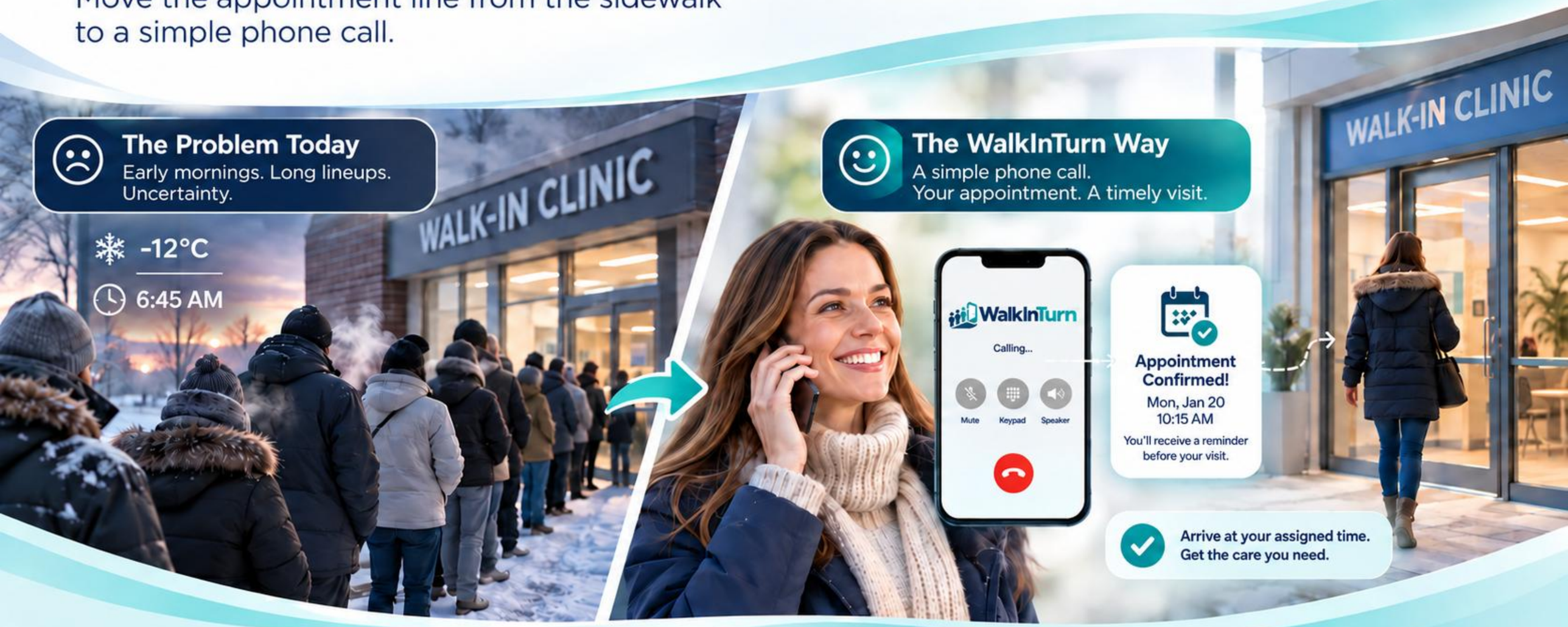
WalkInTurn™

Your turn for care — without standing in line.

Available to participating PEI walk-in clinics at 100% free.

A community initiative by Ventura Canada Inc.

Move the appointment line from the sidewalk to a simple phone call.



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The Reality Today

Getting a walk-in appointment shouldn't start with a cold early-morning lineup.

In some cases, people arrive **2–3+ hours before opening** just to secure a number.

Already Unwell

People who are sick may still need to stand outside before care even begins.

Seniors & Elderly

Older adults may have to wait in cold weather long before the clinic opens.

Pregnant Women

Expectant mothers may face unnecessary physical strain just to secure an appointment.

Parents with Newborns & Toddlers

Families may have to bring very young children out early simply to get a place in line.

Access to care should depend on your turn — not your ability to wait outside.

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Crowding at opening
Many people arrive at once just to get a number.

Manual check-in pressure
Staff must manage the line and numbers manually.

More stress for vulnerable patients
Seniors, pregnant women, and families are affected most.

The current system creates stress for patients and pressure for clinics.

For Patients

Physical strain
Standing outside in cold weather is especially hard on people who are already unwell, seniors, pregnant women, and parents with newborns or toddlers.

Uncertainty
Patients may wait for hours without knowing whether they will actually be seen.

Unnecessary crowding
Multiple people arrive at the same time just to secure a number.

Added stress
The process can begin with discomfort, anxiety, and frustration before care even starts.

For Clinics

Front-desk congestion
Many people arrive at once before the clinic opens.

Manual number handling
Staff must manage the line and appointment numbers manually.

Frustrated interactions
Tension rises when patients have waited in difficult conditions.

Less time for care
Staff spend time managing the lineup instead of focusing on patients and clinic tasks.

The issue is not the walk-in clinic. The issue is how people get their turn.

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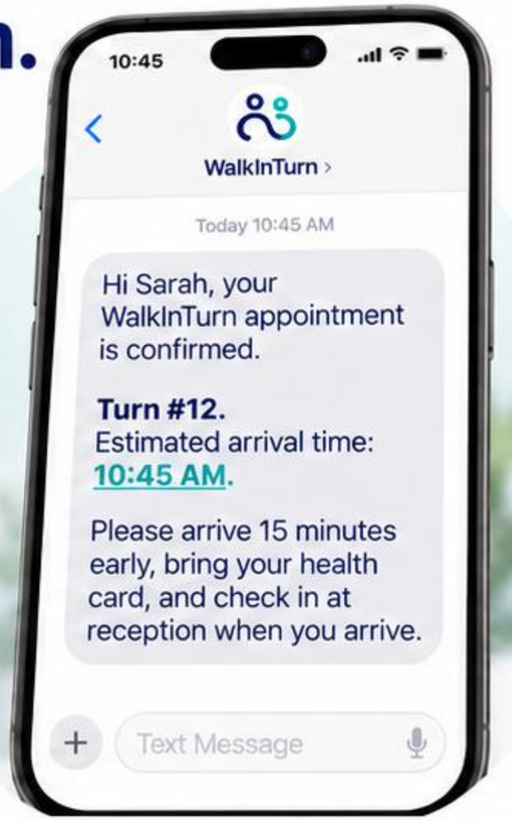
The Simpler Way

Keep the first-come, first-served system.
Remove the sidewalk lineup.





Same fair order
First-come, first-served remains the same.

No unnecessary early arrival
Join the queue from wherever you are.

A confirmed turn before travelling
Know your place and estimated time in advance.

WalkInTurn moves appointment access from physical waiting to simple phone-based confirmation.

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How WalkInTurn Works

One simple phone call. One confirmed turn.

1
CALL
Patient calls the clinic booking number.

2
CHECK
WalkInTurn checks live appointment availability.

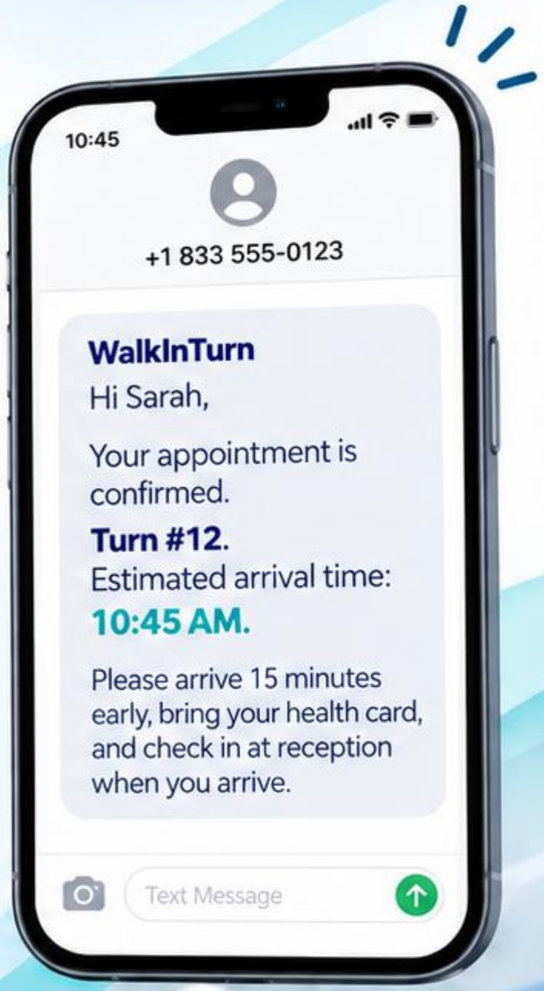
3
NAME
Patient provides name only. Incoming phone number is captured automatically.

4
TURN
Next available turn is assigned in fair order.

5
SMS
Patient receives appointment number and estimated arrival time.

6
ARRIVE
Patient arrives 15 minutes early, brings health card, and registers at reception.

Clinic full?
Caller is informed before travelling.





More care for people.
A smoother day for clinics.

WalkInTurn
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Privacy Through Simplicity

WalkInTurn asks only what is needed to book the appointment.

Designed around data minimization — no clinical information is required to secure the appointment.

Used for booking

Patient name
Name provided by the patient.

Incoming phone number
Captured automatically.

Appointment number and estimated arrival time.

The phone number is captured automatically from the incoming call.

Name + Phone Number

That's all WalkInTurn needs for the basic booking process.

Not requested during booking

- Health card number
- Reason for visit
- Symptoms / diagnosis
- Medical history
- Family doctor details
- Long forms or unnecessary questions

No clinical information is required to book.
Patients simply bring their health card and register at reception when they arrive.

Less information.
Less friction. More confidence.

WalkInTurn™
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A Better Experience for Everyone

From early lineups to a smoother, safer clinic experience.

Before WalkInTurn

Early lineups, long waits, added stress.



- Line up 2–3+ hours before opening
- Stand outside in cold weather
- Uncertainty about availability
- Stressful, especially for vulnerable patients
- Crowded waiting areas at opening

After WalkInTurn

A smoother, more comfortable experience for patients and staff.



- Get your turn by phone — no lineups
- Receive an SMS with your number and estimated arrival time
- Arrive just before your turn
- A more comfortable and safer experience
- Better flow for clinic staff and shorter wait times for everyone

Happier patients
Less waiting, less stress, a better experience.

Safer clinics
Fewer crowds and less exposure to illness.

More efficient staff
Smoother patient flow and less front-desk pressure.

Better use of time
Patients arrive closer to their turn, reducing idle wait time.

WalkInTurn creates a better experience for patients, a safer environment, and a more efficient clinic — for everyone.

WalkInTurn
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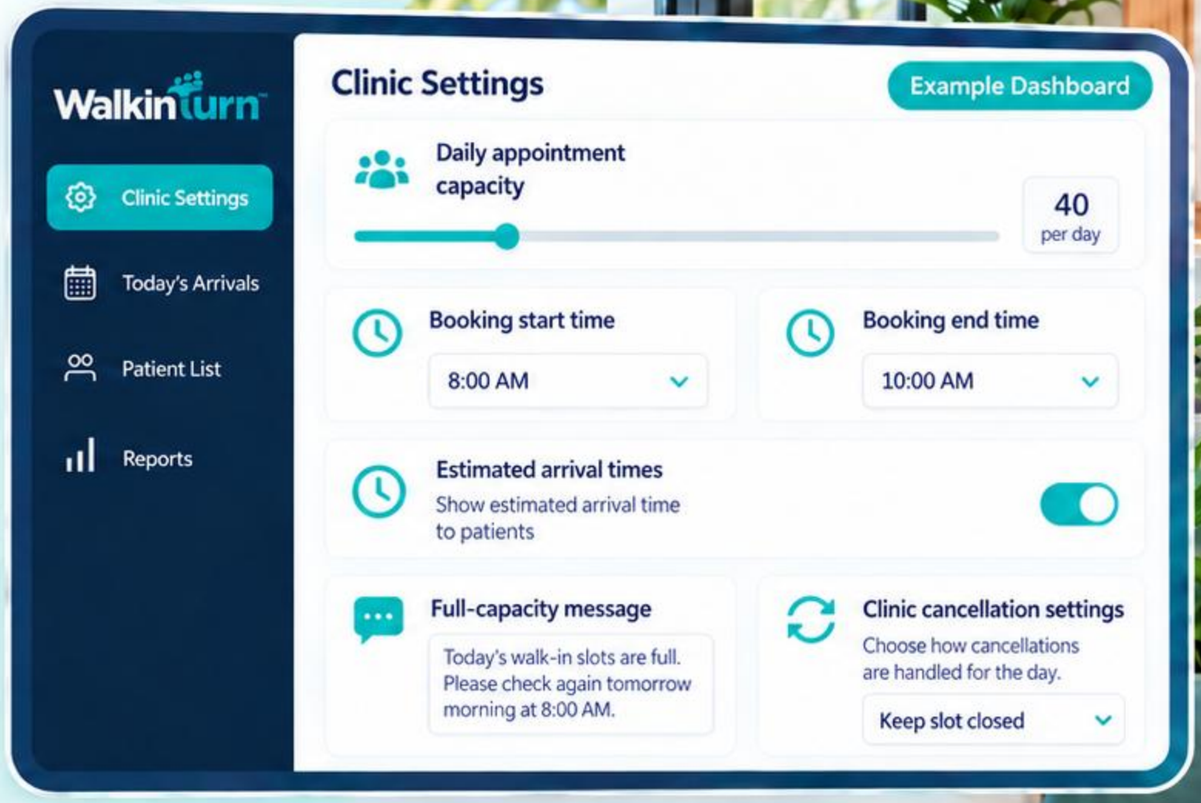
The clinic stays in control.

WalkInTurn supports the existing walk-in model — clinic teams set the rules, capacity, and arrival flow.





Clinic-defined rules
You choose the booking window and daily capacity.

Less front-desk pressure
Fewer people arriving at once just to get a number.

Smoother patient flow
Patients arrive closer to their assigned time.

No change to clinical care
WalkInTurn improves access, not medical decision-making.

Designed to support clinic teams — not replace them.

WalkInTurn®
Your turn for care — without standing in line.

Better arrival flow. Less unnecessary crowding.

When patients receive an estimated arrival time before travelling, clinics can avoid having everyone arrive at once just to get a number.

Without WalkInTurn

Many patients arrive together at opening time.



6:00 AM · 6:30 AM · 7:00 AM

With WalkInTurn

Arrivals are spread across estimated times.



8:45 AM · 9:15 AM · 9:45 AM · 10:15 AM

Less waiting-room pressure

Fewer people gathered at the same time.

More orderly arrivals

Patients arrive closer to their assigned turn.

Supports infection-prevention practices

Reduced unnecessary crowding can help limit avoidable exposure.

WalkInTurn improves how people arrive — not how care is delivered.

WalkInTurn™
Your turn for care — without standing in line.

PRINCE EDWARD ISLAND

Why is WalkInTurn 100% free?

Because this started with a community problem — not a sales opportunity.



100%
Free from Ventura Canada Inc.

No cost to participating clinics

No cost to the public sector

No cost to patients

We live here too.
Our families, friends and neighbours face the same early-morning lineup challenges.

A community-focused initiative by Ventura Canada Inc.

WalkInTurn™

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PRINCE EDWARD ISLAND

Start simple. Improve with confidence.

WalkInTurn can begin with one participating clinic, be measured in real use, and then expand with confidence.

1 Start with one clinic

Set daily capacity, booking hours, arrival guidance, and confirmation messaging for one participating clinic.



2 Launch and measure

Observe patient experience, front-desk flow, reduced lineup pressure, and arrival patterns in day-to-day operation.



3 Refine and expand

Adjust settings based on real experience, then introduce the same proven model to additional clinics if desired.



No design or setup fee

No fee for our design, development, or setup support.

Quick setup

Minimal disruption

Same care model

WalkInTurn helps clinics improve access without changing how care is delivered.

Explore More Ventura Solutions

INNOVATIVE SOLUTIONS BY
VENTURA CANADA INC.

A growing portfolio of practical solutions designed to improve customer engagement, operations, and everyday business workflows.

CEHUB
CLIENT ENGAGEMENT HUB

Brings Website, Facebook, Instagram, and WhatsApp conversations into one place so teams can respond faster and stay organized.

VoxMail

Turns missed-call voice messages into clear, structured, actionable emails so your team can respond faster.

KindTip

Helps hospitality businesses recover missed tipping opportunities with instant guest tipping by QR code.

PawHome

A smart pet ID solution that helps find lost pets faster by connecting finders, pets, and owners.

ModalityFlow

Connects clinic scheduling to imaging equipment using Modality Worklist, reducing duplicate patient entry.

WalkInTurn™

Helps patients secure a walk-in clinic turn by phone before the clinic opens, reducing early lineups.

WalkInTurn

Your turn for care — without standing in line.

Let's talk.

Let's discuss how WalkInTurn can support your clinic and improve access for PEI patients.

Reach out today to schedule a conversation or demo.

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A community initiative by
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