



Managing Critical Healthcare Documents

Challenges and Solutions

Healthcare documents: advancing hospital efficiency

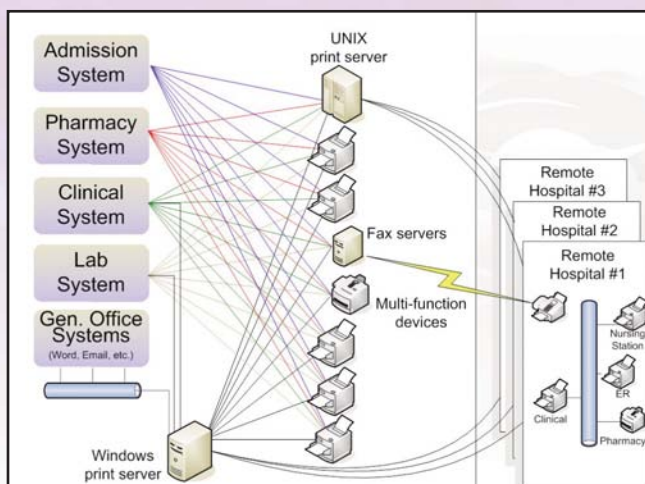
From admissions forms to patient wristbands, HCFA forms, treatment notes, and pharmacy orders—documents play a crucial role in the operation of any medical facility. But while healthcare providers spend untold millions on various medical applications, they often fail to consider how the information from these systems is delivered to the intended recipients. Without timely access to critical documents, the monetary and human costs can be staggering.

Documents Matter

A healthcare IT environment may include a variety of best-of-breed systems, each designed to address an important aspect of hospital operations. For example, today's medication management applications cross-reference clinician instructions, allergies, potential drug interactions and even inventory levels before generating an order for pharmacy staff.

Unfortunately, most medical applications rely on the basic print capabilities of the native operating system. When hardware or network problems prevent the timely printing of pharmacy orders or other documents, customer care suffers. Patients are left waiting as pharmacy and IT staff attempt to locate the missing document or re-generate the

Multiple Systems, Platforms, and Points of Failure



In a typical hospital environment, printers are defined to each individual application, increasing complexity and making it difficult to diagnose and fix printing problems.

order - often delaying subsequent procedures and negatively affecting patient and hospital alike.

Just as hospitals entrust most critical procedures to highly-trained specialists, IT organizations demand the reliability and efficiency of a proven document delivery solution. VPSX software from Levi, Ray & Shoup, Inc. (LRS) provides assured delivery of critical patient information and other important documents.

Critical Documents and Printing Challenges

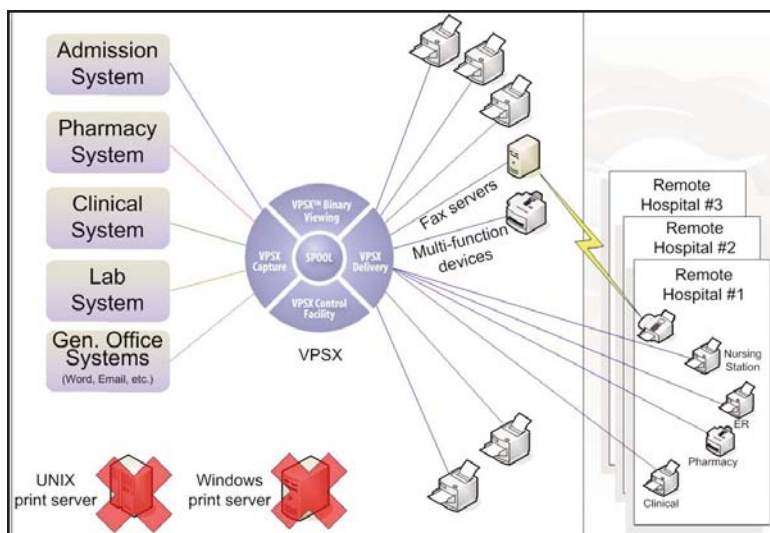
Technology has greatly reduced the need for printing on centralized printers and manually delivering paper reports and patient forms. However, documents such

as these are still printed to network attached departmental printers or specialized output devices:

- Patient ID wristbands
- Barcode stickers for lab samples
- Financial reports
- HCFA, CMS, and NHS forms
- Patient dietary orders
- Treatment notes & patient charts
- Insurance submissions

These and other documents are also delivered via email as PDF attachments or sent via fax server to suppliers and other third parties. Poor document delivery can result in delayed patient care, late reimbursement, and postponed medical procedures.

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VPSX provides direct, encryption-capable connectivity to remote devices, eliminating the need to define the same printer to multiple platforms and applications.

The solution acts a central point of control for managing critical medical documents, ensuring timely delivery and document security.

Document delivery – simplified

VPSX software provides a robust, scalable central point of control for managing important documents of all kinds. For more than 25 years, LRS has been providing solutions for customers who need:

- Assured delivery of critical documents to printers, fax servers, email addresses, and more
- Built-in encryption capability to protect sensitive patient and hospital information
- Auditing functions that let IT staff know who is printing which documents, how often, and where
- Automatic error recovery and network problem detection to prevent printing problems from impacting patient care and business processes
- Reliable, multi-platform solutions for managing documents in complex computing environments

Since 1981, LRS has specialized in helping hospitals and IDS/health systems address printing challenges, so they can focus on improving patient care and financial performance. To learn how LRS can help your organization improve the health of both your patients and your bottom line, contact us at the locations listed on the next page.

Self-Diagnosis Checklist:

- Do we have two or more applications that produce business-critical documents?
- When important documents fail to print, are IT staff informed automatically?
- Can employees access a central system to diagnose output problems and reroute or reprint critical documents?
- How many print-related problems does our help desk handle each week? How long does each problem take to solve?
- What is the financial, legal, and regulatory impact of failed document delivery?



www.vps.com

United States

2401 West Monroe Street
Springfield, Illinois 62704
Phone: 217-793-3800
Fax: 217-787-0979
AskLRS@LRS.com

Australia

North Sydney
Phone: +61 2 9922 3800
LRSAustralia@LRS.com

Germany

Hallbergmoos
Phone: +49 (0)811/99 73 90
Munich@LRS.com

Italy

Milano
Phone: +39 02 939 06150
Italy@LRS.com

Japan

Tokyo
Phone: +81 3 6667 7021
LRSJapan@LRS.com

Singapore

Singapore
Phone: +65 6100-1181
LRSSingapore@LRS.com

Spain

Madrid
Phone: +34 91 758 13 40
Spain@LRS.com

United Kingdom

Cheltenham
Phone: +44 (0)1242 537 500
LRSUK@LRS.com