



ubeo

 HEALTHCARE



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Managing Printers Is A Waste Of Your IT Team's Time



IT has a big job. Not only are they responsible for ensuring your organization has the technology backbone needed to operate well, but they are also responsible for the security of your organization. Healthcare is especially challenging when regulation and compliance are added.

Time is everything!

Every team has mission critical tasks. Printer management is NOT a mission critical task for IT. HIPAA compliance, end-point security, and the core infrastructure of your system are primary responsibilities for IT. Trouble-shooting printing issues, scanning, and other print related functions are vital to your operations but should not be on IT's radar.

The world of IT and document technology are constantly changing. Your IT team has a general knowledge of all the facets of IT, but are not experts in all areas of IT. Your document technology vendor should not just be a service provider but add the expert level of knowledge that your IT team relies on to ensure your organization's systems are optimized. After all, you cannot be a good customer if your organization is not healthy overall. Your IT team should demand loyalty from the vendor just as vendors hope for loyalty from their customers.

A great business technology vendor is one who understands your operations and organizational goals and aids in the achievement. Your document systems should support your operations, not be simply a necessity of doing business.

Support your IT team.

One of UBEO's signature services is IT support included for all UBEO assets. Over one-third of the support calls placed at UBEO are IT related issues that are solved over the phone in 7 minutes on average.

Your IT team will typically see the support ticket come in and then place the service call with UBEO. At that point, UBEO connects with the end user, resolves the issue, and reports back to the IT team upon completion.

Support your team by investing in a quality vendor. Going with the cheapest alternative may cost you time and hidden costs in the future. Allow your IT team to focus on mission critical tasks like end-point security and vital systems.





How Well Does Your Cash Flow?

Cash Flow is king. In no other industry is this truer than in the Healthcare industry. One of the biggest challenges healthcare providers face is cash-flow.



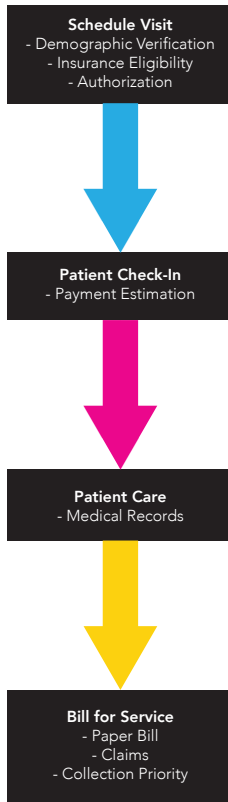
From the moment a patient checks in to the moment payment is received from final billing, your organization is committing resources. Inefficient cash-flow can affect operations, culture, and patient outcomes.

What's slowing down your administrative process?

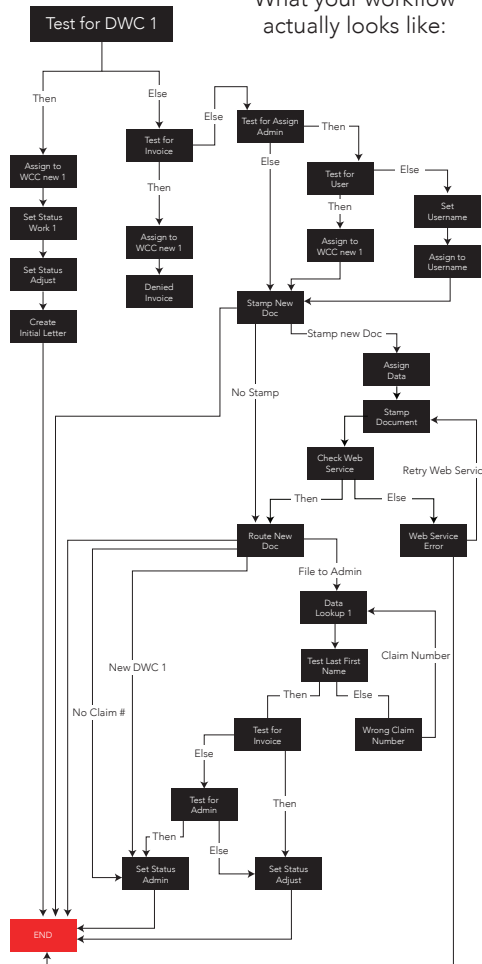
Paper processes can greatly help or inhibit your cash flow. Document processes typically have grown organically over time without any thought to strategy or efficiency. Processes that worked fine as a small organization become hugely complicated and bloated in larger organizations. As you increase patient flow, the inefficiencies of those processes become unnecessary burdens on your team.

Do you have more than 4 steps in your Patient Document Lifecycle?

What you think your workflow looks like:



What your workflow actually looks like:



Get a work-flow assessment.

It is imperative you develop an understanding of document processes. When our analysts conduct a Business Technology Assessment and trace the flow of documents through a system, typically they find redundancy, wasted steps and antiquated processes. The findings from an assessment show areas needing improvement and opportunities to introduce small technology integrations that can produce dramatic results for end users.

Why do these improvements matter?

Time is money. The longer the lead time from services rendered to payment, the less cash-on-hand your organization has for operations. This could mean slower invoice payments, putting off hiring vital staff, and the overall financial health of the organization.

According to Gartner, 3-5% of controllable expenses is tied up in printing. This number is higher for the healthcare industry because it is more paperwork intensive.

Don't leave yourself in the dark.

Knowing is better than not knowing. By conducting a Business Technology Assessment, you will understand all of the related expenses of your document systems as well as what can be done to improve those processes.

Legacy Data Migration

Many healthcare organizations are challenged when it comes to legacy data. The organization wants to move into a different EMR system, but the costs can be prohibitive.



Many organizations have already moved to another platform but must maintain the old system for existing patient records. This can be a problem.

Is your organization supporting an outdated EMR system?

Being locked down to your legacy provider creates some mobility problems, expensive operational costs, and limits your organizations options for growth in the future. The lock-in effect is a business strategy that many software platforms employ to secure their customers. This is no different with EMR providers. Once the decision is made to make a change, the legacy provider is typically less than helpful in helping the organization transition to a competitor.

If you have already moved into a new system, maintaining an outdated EMR is both costly and inefficient. Maintain licensing, data storage space and user training all add to the challenges of maintaining an additional outdated EMR system.

What is the way out?

Leaders in this situation are facing a significant challenge that doesn't seem to have an easy solution. What can be done?

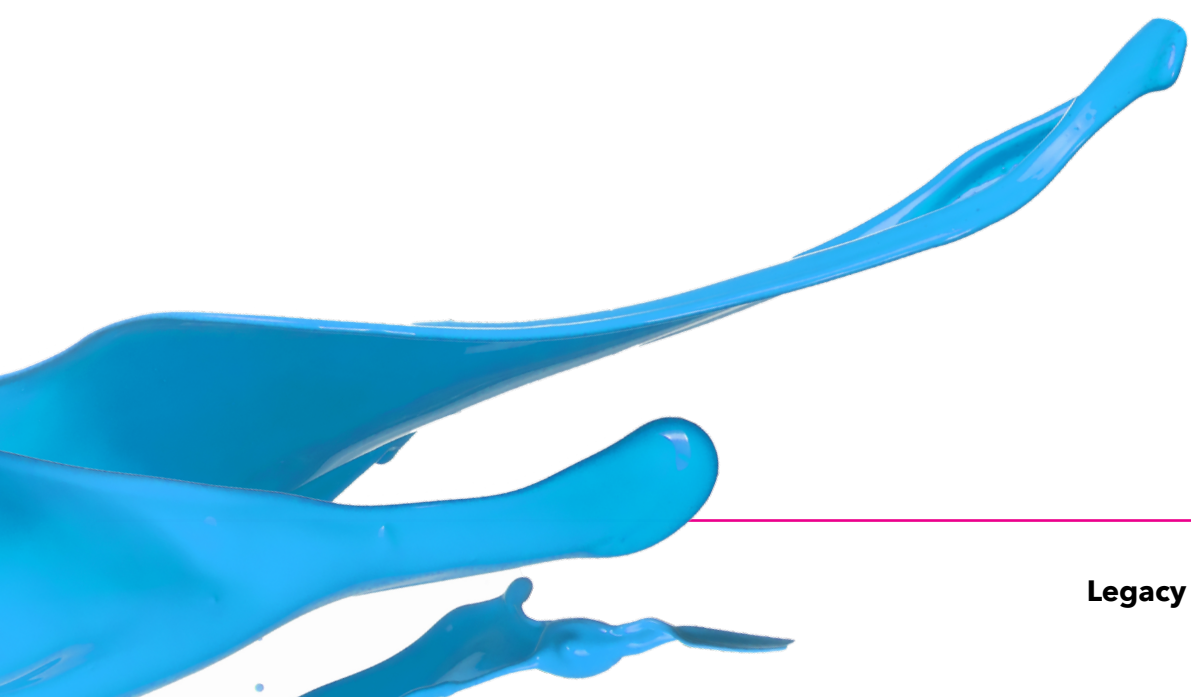
A great option is to work with a third-party data migration partner. UBEO provides a path to extract your existing data from your legacy EMR and eliminates the need to maintain your old EMR system. It's important to note that this data does not just include table data. Our solution mirrors the structure of any previous system and all file types including imaging files.

UBEO has helped many healthcare organizations make this transition with virtually zero impact to staff workflow and daily operations.

You are not trapped.

The first step forward is to contact UBEO. Our experienced staff has been in the business technology industry for over 20 years. Industry specific sales reps have been focused on the healthcare space and can leverage the power of UBEO as a technology integrator to bring together multiple platforms and partners to help your healthcare organization meet their unique challenges.

UBEO is the preferred technology vendor for Torch and is endorsed by Torch Management Services, Inc.





Printer Standardization For Healthcare



Does your healthcare environment have a multitude of print devices and cartridges? Do you have multiple printers side by side in areas for different purposes? Do you have a favorite print device in your space?

This is common but don't think it is normal.

When we walk clinics and other healthcare environments, we see this all the time. Some environments have upwards of 80 different types of print devices and thousands of dollars worth of pre-purchased print cartridges stuffed everywhere. Sound familiar?

While this scenario is extremely common, this should not be considered normal. When healthcare environments have no print strategy, it is often left up to individual departments

to purchase print devices. These devices will end up on the network and IT will end up managing the drivers. This takes up a ton of valuable time. In some cases, IT will refuse to manage any more devices and you end up with users installing their own devices locally. IT loses control over the device including the information that is printed. This can lead to HIPAA violations and other forms of risk.

Print Strategy Coverage

Services	No Print Strategy	Managed Print	ubeo
Print Standardization	ALL UP TO STAFF		✓
Cost Control			✓
User Training			✓
Print Driver Support		Extra Fee	✓
IT Support (networked devices)		Extra Fee	✓
Supplies		✓	✓
Device Repair		✓	✓

“We can just do managed print, right?”

Managed Print Service is when a print service company takes over the maintenance and supplies of your fleet of printers. The problem with Managed Print is no company can afford to stock all the parts and supplies for a multitude of printer models. This means the service becomes break-fix. When a device goes down, you place a call. A technician responds, thinks they know what the problem is and then must order the part. Days go by and the device is still down. The technician returns and maybe fixes the device. If they didn't get it right the first time, the cycle repeats.

Managed Print also does not eliminate IT workload in managing numerous print drivers. You are stuck in the same boat.

Printer standardization is a better way.

Printer Standardization is a simple solution provided exclusively by UBEO. We will streamline your print fleet and minimize the number of device models. Printer Standardization produces real benefits:

- Users can easily use any device since there is only a few models to learn
- IT departments save time only managing a few print drivers
- Easily implement print policies
- When one machine goes down, users can easily move the job to another device until the repair is made



Secure Print In Healthcare

HIPAA compliance, data loss, and other issues affect the healthcare industry in almost every aspect of the business. How secure is your printing in your healthcare environment?



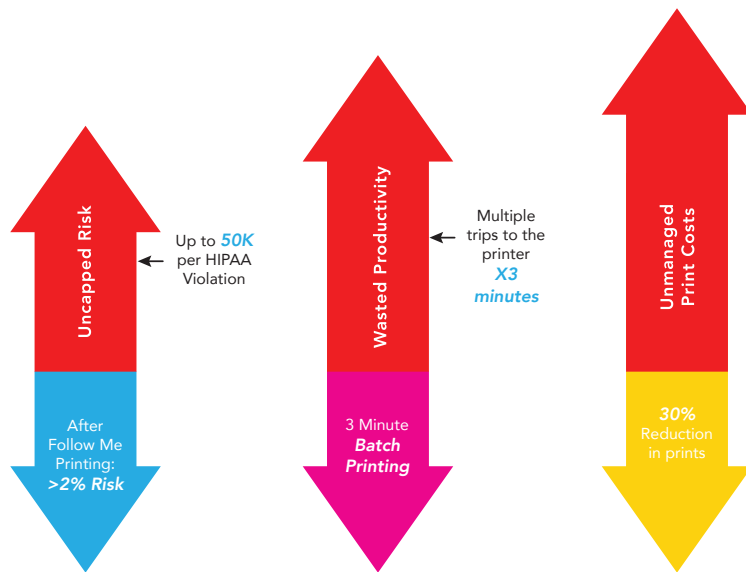
What are the risks of overlooking unsecured printing?

Hospitals, clinics and other healthcare providers face unique challenges when it comes to data and endpoint security. IT strategy is led by security issues, but many teams overlook the printed page as a potential risk point. Many vendors, patients, and staff potentially have access to sensitive information that can place healthcare providers at risk of violations. The financial risk can be huge for overlooking this area. Fines can range from \$100 to \$50,000 per violation! Cashflow in hospitals is always a constant concern. Paying large, preventable fines certainly does not help the bottom line.

How can “follow me” printing help?

Follow Me print solutions have been available for years and is the optimum solution to address many of these end-point security challenges. Follow Me printing allows users to send print jobs to a printer server where they are held until the user releases the job at the device.

No Print Strategy vs. Follow Me Printing



This technology has several benefits:

- Print from any device allowing maximum flexibility in the print environment
- Increase security by ensuring only the user has access to a document since the job is not released until the user is standing at the device
- Improve efficiency by allowing multiple batch jobs to print at once, eliminating the constant back and forth to the print device
- Accountability into what is being printed and by whom

Why is Follow Me Printing not more widely adopted?

The answer to this question is implementation. Most providers lack the expertise to implement the software properly and cause disruption in their customers' environments. This risk causes service providers to avoid these types of solutions. They simply don't want things to go bad and risk losing the customer over a solution that isn't greatly profitable.

If providers do sell the solution, they will usually allow the software solution to install and service the product directly. This can be hit or miss. While some companies provide good support, they may not understand the nuances and behaviors of different EMR systems in the Healthcare space.

Choose the right partner.

UBEO has our own team of certified Solutions Specialists that execute our customers' implementations. Not only are they the best in the industry at implementation, but they also serve as your on-going support team. When your situation changes or something quits working as expected, the team that configured your system will provide the service. No help desk waiting, no endless cycles of support ticket numbers and call center employees reading from a manual.



Uncontrolled Print Costs In Healthcare



Despite the mandate for medical records to be digital through your EMR system, a large portion of healthcare documentation is still paper based.

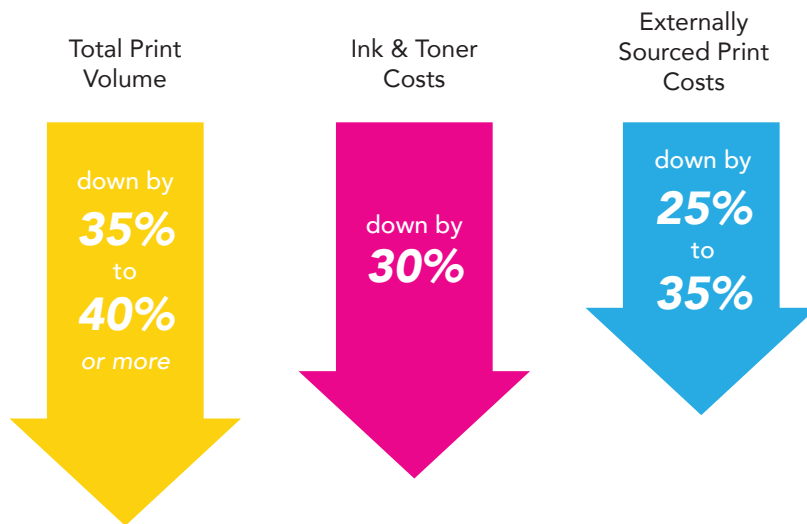
Paper provides back-up to online systems, and is sometimes preferred for patients' charts, records, and a host of other medical documentation. For many years, printing costs in the healthcare arena have been absorbed in generic accounting and viewed as a normal cost of doing business. Because this expense is captured within department line items, it is typically not actively managed.

Printing is the last unchecked expense center.

Ask yourself a question, "What is your print strategy? The answer that most healthcare executives will give is, "What is a print strategy?"

Printing cost is one of the last unchecked expenses in healthcare. Because visibility to this expense is low, it can grow uncontrolled and eat up as much as 3%-5% of controllable expenses according to Gartner research.

Typical Results of Print Strategy Implementation



Two surprising facts:

1. On average, nearly 50% of printing is wasted! Since the cost of an individual print is so low, organizations perceive the print cost to be virtually free, but most organizations produce thousands of prints. The costs do add up.
2. Printing costs can easily be tracked with inexpensive cost-control software. Our leading UBEO cost-control solution will help your organization capture print costs effortlessly and provide tools for active cost savings and enforcement of print policies.

How can you see how much you are spending?

Printing costs are one deliverable from a Business Technology Assessment (BTA). Our business analysts at UBEO can provide you a complete picture of your printing spend, your work-flow challenges and the state of your current business technology.



Is Poor Copier Service Harming The Health Of Your Team?



The life cycle of patients is led by document processes. From intake to discharge to final billing, every aspect of the patient journey is accompanied by documentation. Your Multi-function Printers (MFP) and Copiers are vital components in this system of patient care.

In the average office environment, over 70% of daily functions will run through an MFP. In the healthcare space, that number is even higher. Be it scanning, OCR, printing, or communication with your EMR, networked printing and scanning devices are essential for your team's success.

Goodbye vendor, hello partner!

Your office technology vendor will typically sell and service your large MFPs. Some vendors will also service your smaller printers. How well does your vendor perform?

Ask yourself what happens when one of your devices goes down.

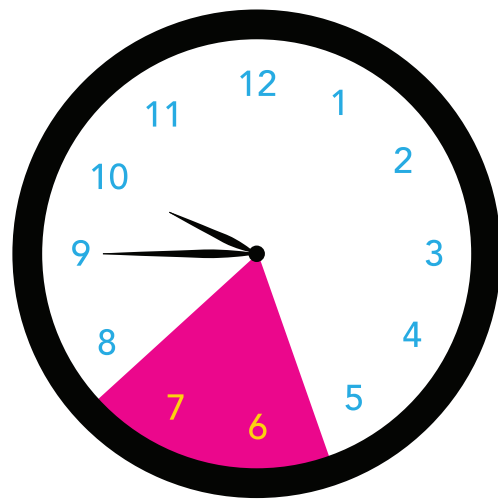
- How does that device going down affect your operations?
- How long are your devices typically down before your service company gets them back up to 100% functionality?
- What effect does this have on the routines of your administrators, nurses and doctors?
- How valuable is their time?
- What about the effect on billing and cash flow?

Poor copier service is a serious liability.

The technology vendor servicing your team should be a partner in your business. If that partner is not repairing that equipment on the first call nearly every time, they are harming your operations.

When you pay for business technology service, you are not buying devices. You are paying for the output and functionality that technology provides. If those devices are down for any extended period (more than a few hours), your productivity is being harmed. Your team is having to walk to another department to complete their workload. In situations where staffing is already maxed, this causes undue hardship for your team.

Wasted Productivity



When your printer is down, team members have to walk to different departments to print, wasting **time and productivity**.

Show me the money!

Here is an example. The average annual salary for a Registered Nurse Level 1 in Houston, Texas is roughly \$61,000. That is just over \$29 per hour before taxes. If that nurse's productivity is impacted even 10% by a device down for an extended period of time, that is a cost of \$34 per day per nurse. The real impact is likely much higher than this figure.

The UBEO Difference

A quality provider is the only responsible choice for healthcare providers. Your teams cannot afford to wait for parts to be ordered or for inexperienced technicians to troubleshoot issues. UBEO staffs only Master Service Technicians. Any technician that services our customers has 5 or more manufacturer certification classes and averages 18 years' experience.

There are a host of other benefits of partnering with UBEO.

- IT Support for Networked Devices included - many calls resolved within 7 minutes over the phone
- U-Manage Rental Agreement allows for the benefits of long-term financing with the flexibility of a rental
- Business Technology Assessment shows full scope of current spend and work-flow needs





Does Your Multi-Function Printer Work With Or Against Your EMR System?

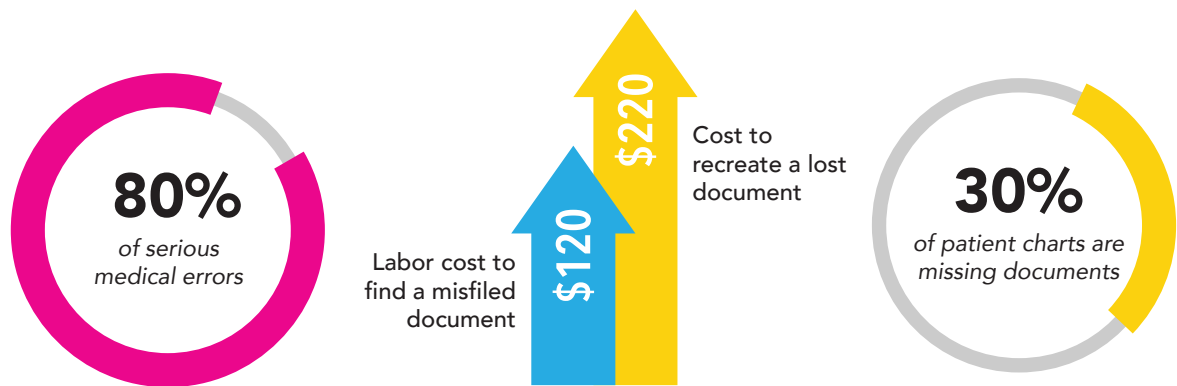


Moving information from one person to another, one team to another, or one shift to another is critically important for improving patient care. Increased conversations have been happening lately regarding EMR systems and their ability to improve communication among hospital and clinic teams.

How do you incorporate your paper-based data into your EMR systems?

Many processes from patient on-boarding through final billing are still paper based. If you run a single clinic or a hospital conglomerate, you know that it is still a challenge to incorporate paper processes into the new EMR world. While many functions are moving towards digital only processes, there are still hundreds of tasks that rely on paper.

Results of Ineffective Communication Handoff



Most office technology vendors are hardware focused and do not have the internal expertise to integrate your document technology into your ERP system. There are a multitude of EMR systems, each with their own behaviors. Some play well with certain technologies and others do not.

Do you have a vendor or a partner?

Many providers are not willing to risk pushing their hardware to perform better within your environment. Instead, they push the responsibility on to the IT department to figure out how to incorporate these technologies. The result is value left on the table and out of your reach.

Choose the right partner.

UBEO has a wealth of knowledge in the area of document technology and EMR integrations.

Workflow improvements customized to your environment have magnified effects:

- Improved communications
- Reducing paperwork bottle necks
- Increased patient flow without increasing admin staff

When you get the full value and potential out of your equipment backed by the best service in the industry, your document technology becomes a critical benefit to your team instead of an obstacle to work around.