Healthcare Services and Solutions

Information management for improved patient care

Canadian Healthcare Sector

RICOH
imagine. change.

Ricoh is a global leader in information management. Our services and solutions are tailored to the needs of the healthcare sector. They streamline administrative processes, improve access to information and release medical resources to front-line care.

> **Ours was a major project. Failure wasn't an option. Ricoh accompanied us at all times, driving the project forward and responding to our needs with impressive speed and commitment."**
>
> Chief Information Officer, USP Hospital Group

Intelligent systems, smarter healthcare

Patient care is the heartbeat of your operation. From reception through to discharge, patients rely upon your unparalleled medical expertise. Yet that medical care is not delivered in isolation. To provide timely and effective medical intervention, your organization needs intelligent back-office systems and technology.

That is where Ricoh comes in. Ricoh is a global leader in the capture, management and distribution of information. Our services and solutions are tailored to the needs of the healthcare sector. They will help streamline administrative processes, improve access to information and release medical resources to front-line care.

Optimizing the patient workflow

Ricoh's healthcare services and solutions are designed to optimize the patient workflow; automating administrative processes, making information more accessible, facilitating collaborative working, reducing the administrative workload and releasing resources to front-line care.

More information about our healthcare services and solutions can be found on the following pages:

Ricoh's healthcare services and solutions

Governments and consumers are demanding the digitization of healthcare records. The electronic health record presents a significant opportunity to reduce costs, improve patient care and streamline operations to help meet the challenges of an aging population.

Ricoh has the services, solutions and expertise to help Canadian Healthcare organizations meet today's information challenges.

A clinical approach to digital workflow management

Healthcare organizations have complex information flows. Computer-generated healthcare may be printed, passed from department to department and annotated with handwritten notes before they are approved and filed in the patient's record.

If the workflow - both printed and electronic - is not managed effectively, time can be wasted searching for information, tying up resources and compromising the clinical decision making process. Use of ineffective systems and technology can also add cost to the operation.

Because your document workflow is unique, Ricoh will take time to understand it and identify where improvements can be made before developing an integrated solution which supports your needs more effectively. It is a reassuringly clinical approach - we call it Managed Document Services (MDS).

We follow a five-step process that takes us from initial understanding to full optimization; the result is a smarter, more efficient information workflow.

We maintain a tight focus on what customers want to achieve — then we recommend the most efficient solutions for achieving those goals.

Understand
Assess the current state

Improve
Define the desired state

Transform
Improved or new processes

Govern
Establish key performance measures

Optimize
Continuous improvement

Saints Medical Center - USA

Saints Medical Center took on the task of finding a vendor to help meet the goals of consolidating print devices and reducing paper use and print costs. In addition they needed to improve their print shop capabilities and workflow efficiency.
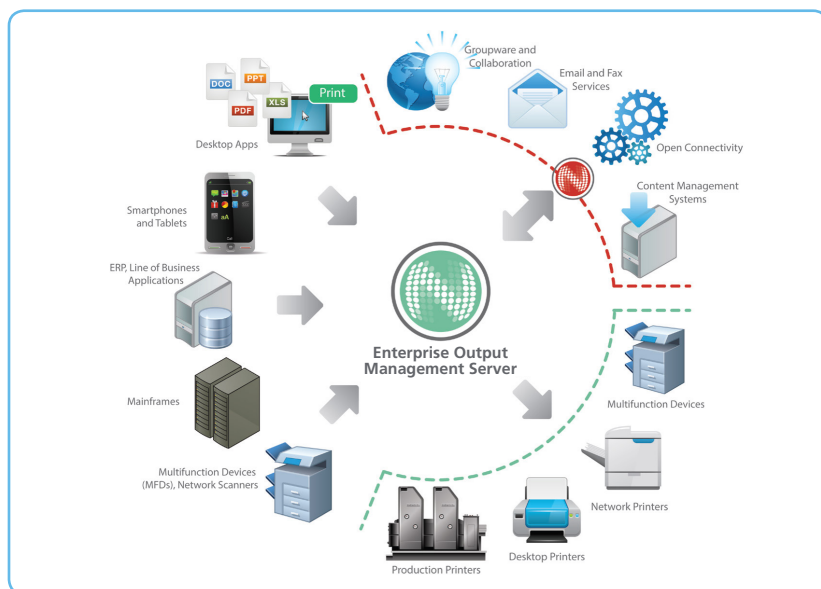
"We heard very positive things about Ricoh from a purchasing group the hospital belongs to and they also distinguished themselves in the way they approached the RFP. Unlike the other vendors, they didn't just focus on trying to sell us devices; they came in and studied our workflows to gain a complete understanding of our environment. Because of that extra step they were able to offer us some very helpful suggestions and solutions. I don't think there is a week that goes by when someone in the hospital doesn't tell me what a great job the Ricoh team is doing."

Saints Medical Center
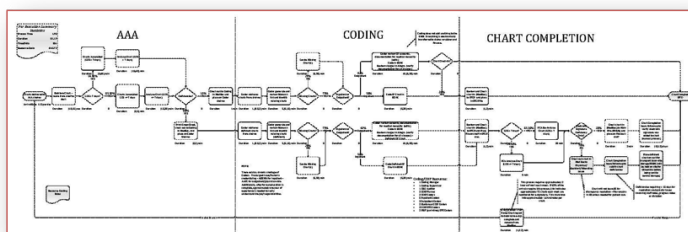
Enterprise Output Management

Hospital print environments are complex. With our Enterprise Output Management Server, customers can leverage an optimal print architecture that simplifies the support and management of complex healthcare IT systems - thereby lowering IT operational budgets. EOM solutions provide direct, encryption-capable connectivity to remote devices, eliminating the need to define the same printer to multiple platforms and applications. The platform also acts as a central point of control for managing back office and medical documents, ensuring timely delivery and document security for reports, wristbands, labels, scripts, etc.

Workflow Consulting and Design

The demands placed on clinicians and administrators can't be solved through the prescription of technology alone. Diagnostics is required to baseline the current state performance of any organizational process. Our Rapid Process Assessment (RPA) Methodology provides accurate and detailed process modelling in a fraction of the time of many approaches. Think of it as conducting an MRI vs. exploratory surgery. It's minimally invasive, reduces risks and provides near immediate treatment plans that can be prescribed to process and procedural performance issues as well as technology guidance and design implications.

NHS Fife - United Kingdom

NHS Fife's information challenges centred on the ability to manage and share information quickly, efficiently and securely across the whole healthcare community.

"When it comes to solutions like the one Ricoh offered and the impact on healthcare, the question is how important is it to get useful, relevant information delivered automatically and almost instantaneously - it's a no brainer really. NHS Fife has a duty of care to patients and part of that is linked care between primary and community providers, so it is absolutely vital that clinicians get good information and get it quickly."

Mark Quinn, eHealth Support Team Leader, NHS Fife

Business Process Services

Document Intensive Processes can be a challenge. Ricoh can take over and manage some or all of the processes within your key business functions.

Bottlenecks, security risks and redundancies are identified and a strategy is proposed. From the strategy, re-designed processes supported by technology and services are implemented for better efficiency and accuracy. Ricoh Business Process Services are delivered as a managed service where we assume ultimate responsibility for the processes and their outcomes by not only implementing the solution, but also managing it, either on-site or off-site, or a combination of both.

Ricoh has expertise in the following outsourced business services:

- Production Print
- Mail room
- Scanning and archive
- AP and Billing
- Meeting room and work space management
- Litigation support
- Facilities Management
- E Discovery

Did you know?
Ricoh provides Cheque Processing (AR) services for Canada's leading integrated freight, parcel and logistics solutions provider.

Digital Conversion Services

Disconnected systems lead to disconnecting thinking. Sharing information is critical to medical decision making, yet 38% (1) of healthcare executives say that different systems across their organizations are not connected. Digitization enables patient records to be updated quickly and allows essential information to be shared by medical practitioners.

[1] Economist Intelligence Unit 'Humans and Machines: The Role of People in Technology Driven Organisations', sponsored by Ricoh

Digitizing records – Point of Service

Ricoh's IHE certified document capture technologies put standards based document capture, indexing and file structure at the point of care for rapid integration of unstructured documentation into the electronic health record.

The simple one button scanning solution is accessed via the control panel of a Ricoh MFP. The integrated utility scans and indexes paper based documents such as referrals letters and hand written notes before uploading them to the EHR.

Digitized records are stored securely with your organization's Electronic Medical Record, reducing costs associated with physical archiving and enabling information to be accessed across multiple locations, users and devices.

Ottawa Fertility Clinic – Canada

Although the Ottawa Fertility clinic had a well established EMR system in place, the challenge was to effectively and securely integrate the more than 250 paper-based charts, lab reports and other information the OFC receives by fax, mail and courier every day. The OFC needed to ensure that paper records were converted to e-documents in an error free manner, were associated with the right patient and ended in the EMR where the right physician could access the right information at the right time.

Using Ricoh's advanced scanning solution, Ricoh's Professional Services Team designed custom scripts to facilitate communication to and from OFC's EMR system. The Ricoh solution connects scanned information to the Patient Name or Demographic ID and to the document type or document name, as determined by the OFC scanning operator. The automated system cut manual scanning time from what would have taken a full day, every day, to about three hours per day.

"Ricoh demonstrated that the company had automated scanning and data workflow solutions that could grow with our needs."

Mark Evans, Managing Director, Ontario Fertility Clinic

Digitizing patient records – Legacy Patient Charts

For organizations looking to convert legacy paper based patient records, Ricoh also provides back file for healthcare scanning services. Our digital conversion services are offered either on location or offsite at one of our secure facilities.

Did you know?

Canada's largest physician based EMR vendor relies on Ricoh to support their clients' patent chart scanning requirements.

- ✅ 25 years experience scanning customer records
- ✅ Strict document control and information security policies
- ✅ Minimal disruption to EMR clients on-going business operations during the conversion process
- ✅ Sufficient financial and human resources and credibility to perform large-scale operations
- ✅ Highly secure, safe environments for the storage and conversion of patient records. "Secret" clearance with the CIISD
- ✅ ISO 9001:2008 certified facilities operate 24 hours a day
- ✅ Ricoh scan center employees are background checked, have signed confidentiality agreements and are trained in standards for handling confidential healthcare-related documents

Integrated photographic records solution

A picture may paint a thousand words, but it only has value in medical diagnosis if it is linked to the patient record and shared with other clinicians. Ricoh's G800SE digital camera can be configured with a barcode reader and used to index and upload photographs.

G800SE Barcode Camera

Designed to capture high-resolution photographic images, Ricoh's G800SE digital camera is water, dust and shock proof. The camera's resistance to water and chemicals make it ideal for use in medical environments.

Using the camera, clinicians can easily record patient information when photographing an injury or medical condition. The photographic image and barcode data is transmitted wirelessly by the camera and can be quickly uploaded to the patient's electronic health record. To help ensure PHI data security, the G800SE can be password protected and will automatically remove resident images from the camera memory once they have been uploaded to the EMR or other database. Key use cases include wound care, ostomy, dermatology, surgery and telemedicine.

Technology is just one way to increase efficiency and improve patient care. Innovative processes are essential to ensure critical information is captured, integrated and can be easily accessed 24 hours a day.

Forms Management and Governance

Regardless of a healthcare organization's level of adoption, implementation, and use of IT, a significant portion of the information they capture is contained in – or generated by – paper and paper equivalents such as Word docs, PDF files and printable forms. All of the data "trapped" in this paper-centric system gets integrated too slowly into core systems, or never integrated at all, leading to longer workflow cycle times, lost revenue opportunities, high operating costs, and poor service to both patients and the community of providers. Ricoh's Electronic Forms Management solution powered by Access® EFM addresses the administrative, clinical and financial ramifications related to paper-centric forms and the associated bottlenecks that can impede organizational efficiency and profitability.

- Improved quality of care and efficiency due to faster access to critical clinical data that follows the patient from admission to discharge

- Improved departmental productivity and effectiveness through reduced workflow cycle times

- The costs of managing a paper chart increases with every chart pull. Healthcare organizations that leverage an EHR have successfully reduced costs associated with managing the paper

Memorial Hospital - USA

"While working in this dual paper/electronic environment, using technology like Access Intelligent Forms Suite to minimize the paper at the point of care will go a long way towards clinician adoption of our electronic record."

Jennifer Meinkoth, CIO

Application Services

Integration Services

We implement and integrate applications with an organization's existing systems and processes, to improve the way information is captured, transformed, classified and validated both inside and outside the organization.

Ricoh leverage's InterSystem's industry leading Healthshare platform for the integration of its healthcare solutions into clinical environments. InterSystems Healthshare provides healthcare organizations with a platform for strategic interoperability, a fundamentally new way of connecting data, processes, people, and workflow. InterSystem's solution delivers a high performance, massively scalable, and robust enterprise platform that supports a broad range of capabilities.

Change Management Services

Experienced business leaders know that even the best new technologies and business processes will only succeed if employees understand, accept and adopt them. Too often, great ideas and big investments fail because employees simply didn't understand or accept them.

Change management is a formal process of engaging employees in the deployment of new technologies and streamlined processes. It eliminates barriers to change… leads employees through understanding, acceptance and sustained deployment to improve their engagement. It drives buy-in and ensures that senior leadership's goals are realized throughout the organization.

Pharmacy Order Management

Ricoh's Pharmacy Order Manager Solution (featuring DocuScripts software) complements CPOE initiatives and automates submission and tracking to simplify how medication is dispensed in acute care facilities. It lets caregivers and pharmacists share critical prescription information, set priorities and track progress for every order in real time to dispense medicine faster, reduce costs and enhance patient care.

Joseph Brant Hospital - Canada

In the delivery of medication to hospital patients at Joseph Brant Hospital there were two separate workflows for stat and routine medication orders. The pharmacy had to routinely deal with misfiled stat orders resulting in phone calls and interruptions from nursing staff and had no access to metrics to measure efficiency, errors or workload.

Ricoh's solution provided better medication order processing for better patient care enabling hospital staff to process, prioritize and communicate orders with greater efficiency and fewer interruptions.

"Our process is pretty much the same as it was before except it's electronic. Ricoh matched the technology to our workflow. This has made it extremely easy for everyone to adapt."

Jane Cheng, Computer Support Pharmacist Joseph Brant Hospital

ATIP Solutions

Public sector organizations are facing an exponential increase in the demand for their information. The Access to Information Act and Privacy Act regulations (ATIP) demand fast capture, retrieval and sharing of information, and many institutions are implementing electronic imaging and document management technology to manage their information more efficiently.

RICOH's Efficiency Solution for ATIP is the result of in-depth research among ATIP officers and coordinators. It is designed to streamline information collection, inspection, redaction, reporting and dissemination. It is an open, affordable, easy to use solution that helps speed your release of Information requests.

Ricoh's implementation team has significant experience managing public sector projects and solution delivery, and applies a proven methodology to ensure a successful implementation.

Printing, copying and scanning

From patient care to patient records, health care is personal. To support your patients, you need to print specialized documents such as wristbands, referral letters and prescriptions, effortlessly and affordably at the point of need. With Ricoh's healthcare printers and MFPs, it is as easy as 123.

Healthcare optimized printers and MFPs

Ricoh is a leader in print technology, providing versatile and effective imaging systems for a global customer base. In addition to our extensive range of office and production print solutions, we also offer printers and MFPs which have been optimized for healthcare applications.

Ricoh's healthcare printers and MFPs combine everyday convenience with long lasting security. They are fast, affordable and effortlessly reliable. Depending on the model selected, they provide the means to print, copy, scan and share in colour and/or black-and-white.

Special features developed for the healthcare market include:

Tray Lock*
It is easy to secure specialized media, such as prescription forms, wristband stock and other expensive or sensitive media, using the optional tray lock feature.

Portable Print Configuration
With an SD card and the Portable Print Configuration module, users easily can transfer system settings from one device to another, improving mobility.

Wristband Printing
Ricoh's healthcare printers and MFPs facilitate effortless and cost-effective printing of patient wristbands. Zebra Laserbands can be bulk fed and printed in full colour.

Locked Print*
Protect patient confidentiality by securely locking documents in memory until released by the originator upon collection.

TEFLON Coating
Ricoh's innovative Teflon coated paper trays accommodate specialised media and minimise misfeeds for uninterrupted print runs.

DataOverwrite Security*
Documents, data, address books and passwords can be encrypted and information stored on the hard drive overwritten up to 9 times to safeguard data integrity.

* Option, not applicable to all models

Unified Communications

In the healthcare environment, clinical decisions are often reached through collaborative discussion. Ricoh's unified communications systems support remote team working, enabling healthcare professionals to share information and communicate face-to-face, no matter where they are located.

Video conferencing systems

Ricoh's P3000 portable system is as easy to use as a mobile phone. With a compact design, it features an integrated system complete with camera, microphone and speaker. For users on the go, the battery powered P1000 is based on tablet design. Its wireless technology connects seamlessly, enabling face-to-face communication from virtually any location.

Interactive whiteboards

Ricoh's interactive whiteboards will make patient conferences, meetings and training sessions more productive and cost efficient. Using the interactive whiteboard, it is easy to present computer or smart device information and annotate it on-the-fly.

It's incredibly easy to use. There is no need to install any software, simply connect it to a PC, iPad, tablet or smart phone. Screen content can be printed on the fly, saved to USB memory, or shared via email.

Projectors

Ricoh's high intensity data projectors will illuminate your healthcare presentations. Ideal for large meetings and conference rooms and capable of projecting in high definition onto screens up to 300 inches in size.

Ricoh's Ultra Short Throw projectors can turn any office into a conference room. Our UST projection systems project high-quality, high-definition images onto flat surfaces from only inches away (between 4.6" and 9.8") and produce images up to 48"- 80" wide. It produces at least 3,300 lumens and with 1280 x 800 WXGA resolution for exceptional clarity.

Ricoh Healthcare Vendor Partners

Ricoh hand picks healthcare vendor partners who are innovative, financially stable and share our vision and values. Their solutions and skills align with our own to deliver the outcomes our customers need to solve real world business and clinical problems.

INTERSYSTEMS

Laserfiche Run Smarter™

OPEN TEXT The Content Experts™

DOCUSCRIPTS Rx

Access

NUANCE

About Ricoh

Ricoh is a global information and technology company and a leader in information mobility for today's changing workforce. With a strong legacy of introducing new technologies into the workplace and a deep expertise in managing and accessing information, Ricoh is changing the way people work today with innovative products and dynamic solutions that harness the power of today's worker in a new world of work.

Established in Tokyo in 1936, Ricoh Group today operates in more than 200 countries and regions. Ricoh Americas Corporation was founded in 1962.

Ricoh Canada Inc. is a wholly owned subsidiary of Ricoh Americas Corporation with its head office located in Toronto, employing over 2,100 employees nation-wide. Ricoh Canada pioneers in the development of office imaging equipment, production print solutions, document management systems, IT and Managed services. Ricoh Canada has focused industry specific solution sets for Healthcare, Education and Legal Canadian verticals.

Distinctions

Global 100 Most Sustainable Corporations in the World, given by Corporate Knights, Inc. Listed among the 100 most sustainable corporations in the world for ten consecutive years (2005-2014).

World's Most Ethical Companies, named by Ethisphere Institute, Selected among the world's most ethical companies for five consecutive years (2009-2013).

Zero Waste to Landfill

Most of Ricoh's imaging equipment is designed by Ricoh and is manufactured at its own manufacturing plants. In addition to being ISO 14001 certified, Ricoh's manufacturing facilities have been "Zero Waste to Landfill (ZWTL)" since April 2002.

Deming Award

Named for Dr. W. Edwards Deming, the Deming Award recognizes corporations and individuals who demonstrate an outstanding commitment to quality control, and whose products or inventions make exceptional advances in the pursuit of quality.

Less than 100 select companies have won the Deming Medal. Ricoh was the first office equipment manufacturer to win one. And today, Ricoh is the only such company to have won two.

RICOH imagine. change.

www.ricoh.ca/healthcare