

Experience a world where healthcare
is about making connections.



MEDICAL CENTER



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Welcome to the new world of healthcare interactions.

It's a world of shorter wait times, less paperwork and more ways for patients to connect with their healthcare providers, quickly and conveniently. A world where someone can make an appointment online, check in and pay at a self-service kiosk, sign paperwork using an electronic clipboard and get lab results via mobile phone. Above all, it's a world where patients have choices — and are choosing to stay loyal to healthcare providers that deliver the best overall experience.



NCR can take you there. We're leading the transformation of the healthcare landscape, helping hospitals, clinics and other providers rethink and re-engineer the way they interact with patients. Today, NCR is the number one provider of healthcare self-service solutions, with the most self-registration kiosks worldwide. We also work with category leaders in banking, retail, travel and more, providing industry-leading customer interaction solutions. Every day, more than 23 billion self-service transactions are processed through NCR solutions.

Let us put our experience to work for you. We can help you build a truly integrated approach to patient interactions — one with the power to increase efficiency, improve your revenue cycle and take patient satisfaction to a new level. Let us help you move to the forefront of the new world of healthcare interactions.

To date, more than **2.5 million** patients have registered using NCR self-service solutions.



This won't hurt a bit.

Working with a leader has its benefits. For the past 25 years, NCR has led the way in self-service interactions, making ATMs, self-checkout and self-service kiosks an indispensable part of the consumer landscape. Now we're doing the same for healthcare providers, building on the insights we've gained in other industries. Nobody understands consumers like NCR, and nobody else has the breadth of cross-industry expertise. That's why with NCR, peace of mind is a given.

We make it easy to improve customer interactions. We can help you create consistent, seamless and branded interactions throughout the entire patient experience, from scheduling appointments to delivering lab results and everything in between. Our solutions are intuitive and easy to use, with minimal need for staff intervention. So your patients are happier, and your operations are more efficient.

You don't have to start from scratch. We've worked with hospitals and providers of all sizes, throughout various treatment areas, so we have the foundation of experience and proven workflows to help us design the best solution for you. We'll also work with your existing hospital information and physician practice management systems to ensure a seamless flow of patient data throughout your enterprise. In addition, we'll help you develop a long-term roadmap to ensure that your investment is protected.

We're here when you need us. When you're adopting new technologies, ease of use, availability and operational efficiency are key. NCR takes IT management to a new level with Managed Services providing proactive and predictive support to minimize downtime and decrease your overall cost. With 24/7 global customer care centers and more than 13,000 trained service professionals, you can be assured of our support wherever your growing business opportunities take you.



Making patient registration painless.

Tampa Florida-based H. Lee Moffitt Cancer Center was looking for a way to streamline its patient registration process and automate data collection for its more than 20,000 outpatients. After weighing the options, Moffitt decided on the NCR MediKiosk. Since implementation, Moffitt has reduced staff time spent filing and managing forms by fifty percent, and dramatically increased the efficiency of patient check-in: patients can identify themselves with a quick swipe of a driver's license, credit or hospital card, then enter additional information, sign consent forms and complete the check-in process. 95% of Moffitt's patients now use the technology.



We'll help shorten your wait time, too.

Our size and multi-industry expertise let us hit the ground running. Our work with global category leaders in multiple industries, including major healthcare institutions, allows for a rich cross-pollination of insights and ideas. We can quickly put best practices from other clients and scenarios to work for you. And we can do it wherever you need us to — at multiple facilities, in multiple locations. NCR has a direct presence in more than 110 countries and territories, plus an additional 90 locations through partners and distributors.

Innovation fuels our momentum — and yours. Our commitment to ongoing innovation is clear from our long list of industry firsts: the first commercially available patient self-service kiosk; the first and only integrated self-service software platform; and the first integrated, dynamic wayfinding solution. Our revolutionary multi-channel solutions, combining web, mobile and point of service, go even further to create the ideal patient experience.

But patients aren't the only ones who benefit: All of our solutions are designed to streamline and accelerate your administrative processes, eliminating duplication and minimizing errors in the process. We'll help you improve revenue cycle management at the front end, for fewer denied claims, accelerated accounts receivable and increased top-line revenue. And we'll make it happen faster than you might have thought possible.

Our solutions include:

- **NCR Enterprise Server.** Our end-to-end, integrated platform serves as a foundation for all of our healthcare self-service applications.
- **NCR MediKiosk.** Designed especially for healthcare organizations, NCR MediKiosk is a complete self-service solution, offering check-in, scheduling, signature capture, payments and more. The handheld version, NCR eClipboard, offers the same capabilities with the convenience of wireless.
- **NCR Mobile Solutions.** Our suite of services for mobile phones takes convenience to a new level, with bill pay options, text message appointment or billing reminders and secure lab or test result delivery.
- **NCR Patient Portal.** Our online capabilities, including bill pay, pre-registration, appointment requests and personal health records help reduce administrative costs and empower customers to take control of their own health. Our physician referral solution extends your outreach to the community of physicians, increasing their access to your organization and facilitating more efficient communication.
- **NCR Wayfinding.** This MediKiosk application makes it easy for patients to navigate large, complex and constantly changing medical facilities, for a less stressful visit and a decreased need for staff assistance, all while remaining dynamic enough to adapt to daily changes, such as an out-of-service hallway or elevator.

Rebuilding a healthcare brand around seamless service.

Pennsylvania's Heritage Valley Health System has gone beyond automating patient registration to completely re-engineer its business and brand around self-service. The Heritage Valley Patient Care Card, which has been distributed to almost a quarter of a million patients, serves as a "passport" for navigating the various elements of care at Heritage Valley, from appointment requests and scheduling to the delivery of lab results, to notifications that a doctor is running late. Thanks to this new "seamless patient encounter model," Heritage Valley patients are spending 70% less time waiting. And brand loyalty has never been better.

Let NCR help you transform your healthcare organization.

Our goal is to help you transform your patients' experience and optimize operational efficiency, for a true competitive advantage. This takes much more than technology; it takes a holistic approach that includes primary research, analysis, strategy and big-picture thinking. When you partner with NCR, we will:

- Observe your current patient environment and check-in processes, identifying problem spots and bottlenecks
- Analyze your current workflow and formulate a strategy for creating the ideal patient experience
- Design a seamless, consistent flow of information throughout your enterprise
- Help you anticipate what's next in the rapidly evolving healthcare self-service market and stay one step ahead.

NCR can take you on the journey to the new world of patient interactions.

Email us today to learn more at healthcare@ncr.com.







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Experience a new world of interaction