

Six areas where
data can transform
your healthcare
system



Challenges of value-based care

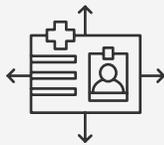
Operating in a constantly-evolving industry and transitioning to value-based care means healthcare systems are facing a mountain of obstacles: inaccessible data, manual processes, lack of collaboration, impaired patient communication, changing regulatory mandates, rising costs and balancing security and risk with efficiencies and outcomes.

Moving from a document-centric to a data-centric environment helps you overcome these challenges. You can automate paper intensive workflows and manual processes, personalize interactions with patients, comply with regulations and enhance collaboration among the care team.

Our healthcare industry solutions focus on six key areas that can have an impact across your healthcare system. Learn more about how we can help you achieve a key goal: taking care of people while taking care of the bottom line.

Ricoh worked with University of Louisville Hospital to optimize its fleet of hardware and improve processes. The changes increased physician and staff satisfaction and efficiency, allowing them to focus more time on what matters most — patient care. The hospital also saved \$1.6 million over the term of the contract.

Ricoh Healthcare: Six key focus areas



Resource & capacity utilization

Work smarter, not harder

As healthcare costs continue to skyrocket while reimbursements decrease, healthcare systems can no longer afford to attempt to solve resource and capacity issues by simply hiring more employees and buying more equipment.

By optimizing utilization of both clinical and administrative resources, we can help you find ways to be more efficient, to do more with less, improve productivity, reduce human error and improve operating margins.

- Automate manual paper-intensive processes to remove human error and enable tracking of people and assets.
- Digitize records, transform unstructured information into useful data and leverage it across the continuum of care.
- Use information governance policies to help eliminate redundant and out-of-date documents.
- Transition billing and reimbursement information to complete the revenue cycle efficiently .



Patient & associate experience

Empower care providers and patients

Patient satisfaction scores have taken center stage in determining reimbursements, making it critical to focus on the patient experience – as well as the care team who is critical in that journey. Ricoh helps you improve the patient journey, from pre-registration through discharge and continued wellness.

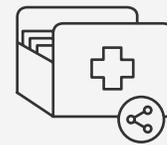
- Communicate with patients in print, on your website, social media or in a text message, using content composition tools coupled with our Production Print services and solutions.
- Help associates improve collaboration, allowing them to focus on their core function – treating patients.
- Enhance the workplace with space management planning, meeting room services and multi-lingual virtual self-service holograms.
- Provide custom dashboards during each project to keep management abreast of status.

Ricoh's Pharmacy Order Management delivered solid results for a hospital with more than 1,000 prescription orders arriving daily:

- 60% fewer phone calls checking on order status
- An average of 12 minutes to complete high priority pharmacy orders



Care collaboration



Shared management services & Integrated Services Center

Get information to people, where, when and how they need it

Patients' health information needs to move with them seamlessly through the continuum of care. However, promises of interoperability and streamlined processes continue to elude many healthcare systems, especially with the massive amounts of data that must be connected. We can help you manage data efficiently and provide powerful collaboration tools.

- Ensure accurate and timely availability of critical patient information .
- Enable the care team to collaborate and interact with colleagues remotely using visual communications tools such as Interactive Flat Panel Displays.
- Facilitate the transition of care, leveraging technologies such as content composition tools and templates.
- Improve your bottom line and help securely refer business into the system without error using direct messaging and mobile communications.

Create economies of scale

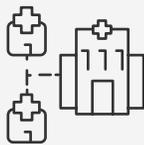
Supporting vital communications like marketing, foundations, forms, billing, posters/signage, mail/print and more, along with other ancillary yet business critical functions like claims processing, AP/AR, lab management, scheduling, legal document processing, payroll, and more leaves healthcare IT and other departments little time to focus on strategic, high-profile initiatives. Ricoh can help:

- Generate data-driven insights.
- Erase boundaries of business.
- Integrate and co-create.
- Be nimble to exceed the rate of change.
- Focus on consumer experiences.

Device and conference services management, including the delivery, setup and ongoing management of all mobile devices, ensures end-user productivity. Set up and inventory tracking of AV equipment and on-demand technical support maintains smooth operations for key meetings and conferences.

"Ricoh's automated scanning and data workflow solutions could grow with our needs. Scanning documents has saved considerable staff time compared to manually handling, filing and retrieving paper documents."

-Mark Evans
Managing Director, Ottawa Fertility Centre



Mergers & acquisition services

Smoother integration and consolidation

With mergers and acquisitions rampant, consolidated health systems struggle with integration challenges, from standardization to brand management. With specialization in M&A transformation, our services help ensure synergy, balance costs and create economies of scale. In some cases, we've reduced on-boarding time from two years to six months.

Ricoh can help:

- Integrate systems and standardize processes, workflows and patient/care team communications.
- Establish shared services and centers of excellence.
- Eliminate redundancy of data with Information Governance Services including File Analysis to classify unstructured data and proactive disposal, eDiscovery and targeted security .
- Deliver Strategic Transformation Services to accelerate the adoption of major change initiatives to improve organizational performance.
- Manage the public perception, create a unified brand and help ensure standardized messaging through multiple media outlets.



Information technology management & cloud services

Go digital with optimized infrastructure

Healthcare systems need a scalable infrastructure and services that can handle increased bandwidth, storage, and other performance capacities. Cloud computing is often the answer. Our full range of services navigate all aspects of cloud.

- Assess, identify and implement a custom solution that addresses your unique requirements using public, private and hybrid cloud technology.
- Reduce complexity, increase flexibility, customize applications and scale services to fit your needs.
- Enable your IT team to remain business-focused and agile while delivering secured access to care teams and patients, driving clinical and operational efficiencies .
- Help secure regulated data, as well as deploy backup and recovery strategies to increase system reliability and availability.
- Manage day-to-day IT operations to help you scale and become more agile as you grow.

Information is your greatest asset

Quality patient care starts with information, but access and collaboration between patients and care teams can be challenging with critical information coming from so many different sources. We help bridge the gaps to allow for critical information to be accessed, shared and used collaboratively for better communication, reduced administrative workload and improved patient experiences.

A U.S. teaching hospital and global clinical research leader used Ricoh device management services to help:

- Relieve IT staff workload
- Reduce costs
- Increase staff efficiency



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