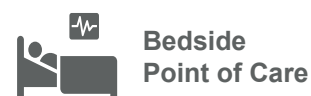# dakota
healthcare

Printing Solutions

Dakota Helps Maximise New EPR Installation
at Two London Trusts with
Fit-for-Purpose Mobile, Desktop & Print Management Solution

The implementation of a new EPR (Electronic Patient Record) system within any hospital, healthcare facility or Trust offers numerous tangible benefits for both clinical staff and patients alike.

These include improved quality of care, increased efficiency, cost savings, enhanced security, better patient engagement, workflow streamlining and a reduction in errors, all of which enable data accessibility and collaboration improvements for healthcare providers for enhanced decision-making, more positive patient outcomes and a better overall patient experience.

When two leading London-based NHS Trusts were looking to increase their estate of printing hardware as well as replacing outdated, out-of-warranty devices in order to maximise the benefits of their new EPR system, they turned to Dakota for advice and guidance on identifying the best products for their specific needs and requirements.

Bedside Point of Care

Specimen Collection

Technology Update

NHS

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The Problem

With the number of printing products becoming ever more numerous and their 'feeds and speeds' constantly changing as new devices are developed and brought to market, it can be difficult for Trusts to keep track of these and subsequently tricky to pinpoint the correct devices to deliver exactly what they are trying to achieve from a printing perspective. This can present multiple challenges so having a reliable, knowledgeable, experienced and trusted AIDC partner can be extremely valuable when making such decisions.

The **EPR Infrastructure Lead** at the Trusts explains, "Whilst we were keen to maximise the plethora of advantages that the implementation of our new EPR could offer us, we needed to seek guidance on the best products to use in order to help us reach our label and wristband printing goals and objectives. Having worked alongside Dakota for some time, specifically Healthcare Solutions Account Manager Jonathan Daly, we knew that we were in safe hands when it came to selecting the correct products for our requirements, in particular mobile printers for sample label printing directly at the point of care and desktop wristband printers."

The Solution

With an existing estate of outdated, out-of-warranty wristband printers to be replaced and an additional need to implement mobile printers within the Trusts for on-demand printing directly at the point of care, as well as the provision of all the necessary printing components including labels and cartridges, Dakota provided several demo units to enable testing on site. All printers needed to be on the EPR-certified product list, so pinpointing the correct devices was critical.

The **EPR Infrastructure Lead** explains, "Basically, Dakota completely removed all of the time-consuming guesswork in selecting the correct devices. We needed mobile label printers to enable our Phlebotomist Team to print blood sample labels directly and immediately at the point of care, as well as refreshing our wristband printer estate to ensure that the correct patient was associated with the correct sample. Dakota hand-delivered testing devices directly to site and talked us through the various options available to us, as well as talking us through the intricacies of each of the products available. This enabled us to make the correct decision and made for a very smooth purchasing process. Dakota also provided us with label and wristband samples without us even asking for these, which showed us that they were completely immersed in what we required and that they were always on the front foot in terms of customer service provision and care."

To enable the Trusts to maximise their printer uptime and get the most out of their purchase, Dakota also provided them with a PPME (Printer Profile Manager Enterprise) Solution, allowing 'anytime, anywhere' browser-based printer management to enable easy device error location and troubleshooting via an intuitive remote interface.

Following on from the initial project go-live, Dakota additionally supported the Trusts with all of the tools required to help their staff manage the printers long after the EPR project team had left.

The Result

The result of the new printer implementation has been far-reaching. Not only has this element of the new EPR been fully maximised, but it has gone a long way in helping patient and sample information to be digitally transferred directly to the patient record in real time, resulting in better patient safety, faster ward rounds and a more streamlined, efficient way of carrying out these mission-critical tasks, while the remote printer management solution has enabled easy trouble-shooting and effective device supervision.

The *EPR Infrastructure Lead* concludes, "We are delighted with our new, reinvigorated and improved printing solution from Dakota. Jon really couldn't do enough for us and we are now able to print accurately and efficiently on demand, as was the brief from the start of the project. Dakota really is an example of how customer service should be carried out; our enquiry was dealt with swiftly and responsively, with excellent levels of support and assistance from the offset. Jon continuously went out of his way to help us and we are delighted that our initial requirement, coupled with Jon's attention to detail and expertise, have culminated in the perfect printing solution for our needs."

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