



PEAK SAVES MEDICAL DISTRIBUTOR CONSIDERABLE PRINTING EXPENSES WHILE INCREASING SECURITY

Application Summary

CUSTOMER: Major Medical Distributor

INDUSTRY: Medical

APPLICATION: Workgroup Laser Printing

BENEFITS: Increased Security to Meet HIPAA Regulations
and Significantly Reduced Printing Costs

PEAK Technologies has developed a custom printing solution that is helping a medical distributor meet Health Insurance Portability and Accountability Act (HIPAA) requirements while dramatically reducing printing costs. The PEAK solution utilizes Kyocera FS-9500DN printers, which cut the printing cost per page in half. At a volume of 20,000 letter-size images per month, the firm saves an average of nearly \$5,000 per printer over 36 months. The medical distributor will realize even greater savings as their print volume increases.

Just as important, the customer had concerns that the past practice of leaving printed pages sitting in the output bin, where they could have been accessed by passers-by, might violate HIPAA regulations that protect patient's privacy. The PEAK solution addressed this by programming the printer to store all printed pages in virtual mailboxes assigned to each user. A scanner attached to the printer ensures its owner is present before printing the job. A user simply and securely swipes his or her identification badge through the scanner and the printer prints the user's jobs immediately. (Previously, the distributor used an HP Laserjet 8000 laser printer with 8 optional output trays and dedicated each bin to one user. Jobs were printed when sent and remained in the bin until picked up by the user)



The Winning Prescription:

PEAK Technologies

Workgroup printers generally offer a much lower cost per page than the alternative of providing each user with their own printer; the cost savings are usually significant. However, for companies in the healthcare industry, the use of workgroup printers raises concerns about complying with HIPAA regulations. If healthcare documents are sent to a workgroup printer and immediately printed, the user would have to disrupt their workflow to retrieve each document, resulting in lost productivity. The medical distributor was wrestling with these issues when a PEAK account manager visited them to discuss their printing requirements.

PEAK worked with the customer to determine that the HP Laserjet 8000, though a very popular workgroup printer, is not easily adaptable to meet HIPAA privacy requirements. The output bin automatically sorts each user's jobs into their personal bin but there's nothing to stop an unauthorized person from viewing confidential information. In addition, the customer's previous system could only handle a limited number of users, making it necessary to provide many printers to handle a large workgroup.

Low-cost Consumables

Serve Up Significant Savings

PEAK's preferred workgroup printing solution was the 50-page per minute Kyocera FS-9500DN. The FS-9500DN easily satisfies the demands of high performance workgroups by handling up to 300,000 images per month, which equates to almost constant printing during business hours. The Kyocera's high yield consumables, long-life components, and cartridge-free engine design deliver massive cost savings over the life of the machine. Most important, the amorphous silicon drum used in the FS-9500DN has a guaranteed yield of 500,000 images compared to an industry average of about 250,000 images. Based on suggested retail prices provided by laser printer manufacturers, the FS-9500DN presents significant cost savings opportunities that amplify as volumes increase.

The FS-9500DN provides additional savings by offering a standard duplex unit incorporated into its compact design that prints images on both sides of a single sheet of paper. The included 10 Base T/100 Base T networking connection allows easy integration with most office networks. Using KM-NET network management software, administrators can easily monitor all printers on the network and efficiently track consumables and paper levels. A wireless network connection is also available.

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High Security Printing, Multi-user Support

The medical distributor was naturally very interested in the cost savings that could be obtained from this printer. The key was finding a way to ensure that the privacy of the documents was protected. PEAK considered a number of possible options to address the customer's requirements. With an optional internal hard drive, the printer provides built-in secure printing capabilities. When the user selects "private print," the documents are held in the printer and released only when the user enters a password on the printer panel. One inherent advantage of this approach is that each printer accommodates up to 256 virtual mailboxes, so it can support far more users than the bin approach. This approach meets HIPAA regulations and is successfully used by many companies. But, the PEAK representative thought it would be possible in this application to provide an even faster and more convenient approach.

Dual Expertise Pays Off

With expertise in bar code printing and scanning, PEAK easily recognized the opportunity to combine the two technologies. Connecting a bar code scanner to



Images used in this article portray typical applications and may not necessarily represent the specific customer site referenced.

the machine would allow users to simply scan their employee identification badges to retrieve their documents. The customer received the idea enthusiastically and agreed that it provided the best of all worlds: low cost, convenience, and the ability to support a large number of users.

Identifying Solutions, Printing Results

The fact that the user has to present a badge to obtain the documents provides a very high level of security that meets HIPAA regulations. In addition, the cost per printed page is only about one-half of what the customer incurred in the past, and since a single printer supports many more users even greater savings are realized.

This application is a great illustration of the extra value PEAK adds to a high-volume printing application as a solutions integrator. In particular, PEAK's expertise in printing, scanning, systems integration and nationwide on-site service make it possible to take advantage of the full capabilities of Kyocera's powerful and economical workgroup printers. All of which simply translates to increased security, greater productivity and lower cost for the customer.

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