

Healthcare Case Study



BUSINESS SEGMENT

Healthcare

PRODUCT

Direct Thermal Label Printer

CHALLENGE

Utilizing a color laser printer that required visual confirmation with color matching, timely and erroneous
Streamlining the process in the healthcare setting
Too many product inefficiencies, costly processes and high support costs

SOLUTION

A desktop-size direct thermal label printer
Implementing a new barcode printing solution
Cost savings in media and technical support



Direct Thermal Label Printers

Case Study

BACKGROUND

A leading provider of point-of-care prescription fulfillment technologies and solutions has developed a proprietary, turnkey system to fill prescriptions at the point-of-care that is simple, quick and easy for providers to administer. This digital pharmacy's system is designed to handle inventory control, tracking, reordering and stocking of the most commonly prescribed pharmaceuticals at the point-of-care—in the doctor's office.

The system automatically produces prescription information sheets and labels to ensure patient safety. Security labels are placed in the matching box on the information sheet, assuring that the appropriate drug is delivered. The main components of the system are a secure inventory center, one or more touch screens and a label printer. After entering a short security code, the physician touches the appropriate box on the screen and selects the drug, strength and dosing directions. The discharge staff or physician matches the patient with the digital pharmacy's order, and the prepackaged, safety-sealed prescription is delivered at the digital pharmacy center.

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THE CHALLENGE

The company was utilizing a color laser printer to print the information sheets and labels for prescription bottles. The laser printer required visual confirmation with color matching, which was timely and erroneous. They soon realized they needed to streamline procedures by implementing a new barcode printing solution that would leave little room for error.

The company also required a label printer to help easily integrate with vending machines for dispensing pre-medication bottles. In addition, it was important for a nurse or doctor to quickly fill a prescription, print the labels out and place them on the top of bottles. They evaluated several manufacturers for label printers, but were looking for a supplier that would offer superior service and support for their specific media requirements.

THE SOLUTION

OKI Data representatives met with the company to assess its new printing needs and recommended a solution that would satisfy its requirements and price expectations. Recognizing the customer's need to print instant high-quality barcode labels in a demanding work environment while operating at a tight budget, OKI offered a desktop-size direct thermal label printer to fit on a nurse's station desk. Employees are now able to print on-demand prescription labels at the front desk and nurses' stations so that patients receive the medication right at point-of-care instead of having to make a separate trip to a pharmacy. It also streamlines the workflow in a healthcare setting for doctors, nurses and staff to manage label printing needs more quickly, easily and efficiently.

Realizing the customer's specific needs, OKI helped identify specific media for their application, spent time with programmers to ensure compatibility with the company's software and helped fully integrate a turnkey solution into the customer's business.

CONCLUSION

The digital pharmacy has installed OKI direct thermal label printers within its system in multiple locations to meet all its prescription label printing needs. The company will be expanding this new process to another 200 locations in the coming months. Because of OKI's willingness to work closely with the company to customize the application in a cost-effective manner, the healthcare customer has realized cost savings in materials, operational efficiency, improved safety protocols and more accurate inventory management. OKI Data's dedication to satisfy a leading provider of point-of-care prescription fulfillment technologies and solutions needs led to a successful solution.