

# 3 Ways Epson Document Scanners Help Improve Efficiency in Healthcare



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**Technological advancements**, security concerns, and a more complex regulatory landscape are challenges that nearly every industry faces – and healthcare is no exception.

Meeting the challenges of patient data security, technology requirements, and compliance with regulations such as the Health Insurance Portability and Accountability Act (HIPAA) requires

that healthcare organizations have equipment they can count on and works with their existing technology.

Epson document scanners give healthcare organizations the dependability, breadth of choice, and compatibility they need to operate in today's complex healthcare environment. That way, medical professionals can focus on what they do best – providing exceptional care to their patients.

## At a glance: Benefits of scanning medical records

Providers and pharmacies use document scanners to help reduce medication errors and improve communication with other providers and patients. Benefits of scanning medical records can include:

- Preservation of medical records
- Convenient retrieval and ease of reviewing patient data
- Compliance with regulations, including HIPAA
- Improved patient communication
- Increased productivity

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Discover the ways Epson document scanners are helping address healthcare's biggest challenges with award-winning imaging solutions.

# 1 Reliable Technology

The number of forms, medical records, and prescription information necessary for quality patient care continues to grow. Physicians and other healthcare providers are tasked with managing billing information, consent forms, insurance documents, lab reports and more. Most states also specify how long providers are required to keep patient records. Having an electronic copy of these records saves time because they can be retrieved quickly when needed.

So whether at the front desk, billing office or pharmacy counter, the need to capture patient-related data securely, accurately, and in compliance with HIPAA regulations is critical. Epson document scanners are engineered for reliability and ease-of-use. They capture data quickly and accurately and have been road-tested, with thousands of systems in operation, to help healthcare organizations provide uninterrupted service.

To help ensure IT can keep things running smoothly, Epson also offers remote device

monitoring for its document scanners.

Epson Device Admin is a powerful device management solution designed to simplify the installation, configuration and management of networked Epson devices.

With automatic device discovery, this intuitive software helps save time by quickly searching for devices across multiple network segments, allowing healthcare organizations to easily configure up to 2,000 networked Epson devices remotely. Epson Device Admin can be set up to monitor and update devices in any fleet, as well as provide firmware update notifications.<sup>1</sup>



# Epson document scanners for healthcare are ideal for scanning:

- Billing information
- Insurance documents
- Prescriptions
- Consent forms
- Medical history forms
- Lab results
- ID and contact info
- Patient charts
- And more

## Case Study: PioneerRx Pharmacy System

This Irving, Texas-based company, founded in 2009, provides a complete management solution for independent pharmacies and small chains, streamlining medication dispensing, point-of-sale, and doctor and patient communications, among other tasks. It began working with Epson in its earliest days and because of the long-term success of that relationship, began using Epson document scanners in 2018.

**The challenge:** How to provide pharmacy clients speed and reliability when choosing a document scanner.

**The backstory:** Smaller and independent pharmacies don't have the time or manpower to dedicate to scanner breakdowns or technology interruptions. PioneerRx saw firsthand through its long relationship with Epson that not only were its products reliable, but that affordability was a major feature as well.

**The solution:** By using Epson scanners, PioneerRx pharmacies are better able to afford enough scanners to put them where they best fit into their workflows, rather than adapt the workflow to a limited number of scanners.

[Full Case Study →](#)

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# Breadth of Options

Every healthcare setting is different and that means document scanner requirements can vary.

What's necessary for a busy urban hospital that might see 100 patients per hour is quite different from the needs of a more rural healthcare provider that sees 10 patients per hour. Similarly, a dental practice with a regular cadence of patients throughout the week has scanner requirements that are very different from a busy ER in a major hospital, or a local pharmacy compared to a nationwide chain.

Consider the busy ER department of a local hospital. A portable document scanner that can be used on a mobile cart is often more practical than a desktop scanner that can only be used at the front desk. Epson's offerings easily address both these scenarios.

From mobile and compact scanners to desktops and flatbeds, healthcare organizations can rely on Epson's versatile lineup of high-performance scanners to find a solution that meets their demanding needs. Epson document scanners are backed with dedicated support and most models include easy wireless scanning to smart phones<sup>2</sup>, tablets<sup>2</sup> and the cloud<sup>2</sup> from a desktop or the Epson Smart Panel app<sup>3</sup>.





## Case Study: Mensah Chiropractic

Started by former Olympic-level athlete and chiropractic doctor Michael Mensah, Mensah Chiropractic provides services in sports therapy, functional medicine, and physiotherapy, to name a few modalities.

**The challenge:** The breadth of Mensah's services is an important aspect of his practice and he wanted that same level of choice when selecting equipment for his growing practice.

**The solution:** The Epson wireless color document scanner he chose for Mensah Chiropractic can scan up to 50 documents in one batch at 35 pages per minute<sup>4</sup>. The scanner can mix different-sized originals and is able to capture both sides at once. And like the Epson printer Mensah also uses, his document scanner works on the same network, making it easy to scan to any computer in the office. Mensah called the printer and scanner combo “game changers for our office. They produce great quality and are easy to use.”

[Full Case Study →](#)

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## Comprehensive Compatibility

Because healthcare providers and pharmacies are busy helping patients and running their practices, they need to know the devices they're using are simple to set up and start using.

With Epson, they don't have to worry. Epson document scanners work with major solution providers such as McKesson and Epic, as well as operating system platforms such as iOS, Linux, and Windows. The included TWAIN and ISIS drivers<sup>5</sup> that support

a variety of applications ensure drop-in compatibility into virtually any workflow, from small practices to large nation-wide providers and pharmacies.

So whether a healthcare organization is using a compact document scanner at the front desk or a mobile scanner that's moving throughout a hospital, they can count on the virtually seamless integration needed to get the job done.

### Epson premier healthcare partners and compatible solution providers:

- athenahealth
- Cerner
- DatCard
- eClinicalWorks
- Epic
- IDology
- MatrixRay
- McKesson
- PatientLink
- PioneerRx
- QS1
- Sorna
- SST Group
- Veradigm

You can see a complete listing of tested and certified solution providers [here](#).





## Case Study: PatientLink Enterprises

This 25-year-old company created a better way to dramatically reduce the time it takes to input patient data into Electronic Health Record (EHR) applications.

**The challenge:** Find a way to reduce mistakes and omissions on the forms.

**The solution:** Reformatting the questionnaire as a series of choices on a customized “bubble” form similar to those used in standardized testing. Now, after a patient fills out the form, it is fed through an Epson

scanner, which reads the form automatically and passes the data into the PatientLink software and then the electronic health record.

**The big win:** PatientLink has been able to cut the time it takes to reliably input a new patient questionnaire from 10 to 15 minutes down to 10 to 15 seconds.

Though the company’s software will work with any document scanner, PatientLink continues to choose Epson and recommends that its clients use Epson scanners as well.

[Full Case Study →](#)



# The Epson Way

Epson document scanners are a critical part of today's modern healthcare organizations, offering:



Breadth of product



Compatibility



Engineered for Reliability

Epson's offerings give providers the tools needed for accuracy, regulation compliance, and workflow efficiency. They're engineered

for reliability, work seamlessly with leading third-party software, and are built to meet virtually any space and use need.

Discover how Epson's document scanners enable hospitals, pharmacies, and dental practices, among others, to focus on what they do best: offering best-in-class care to patients and customers.

[Learn More →](#)

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- 1 May require network configuration, please see the EDA Application documentation.
- 2 Wirelessly scan to smartphones or tablets (Android™/iOS® devices) via the Epson Smart Panel app; download required. Data usage fees may apply. Wirelessly scan to the cloud, PCs or Macs with Epson ScanSmart software, installed on the connected Windows® PC or Mac®. Internet connection is required.
- 3 Requires Epson Smart Panel app download. Data usage fees may apply.
- 4 Based on letter-sized scans at 300 dpi in Black-and-White, Grayscale or Color Mode, using the USB interface.
- 5 On select models

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