Gain control
of Protected Healthcare
Information (PHI).

Nuance® Output Manager™ and Cerner

Many hospitals and clinics talk about going paperless. Yet even organizations that have achieved late-stage Meaningful Use still process and print high volumes of documents every day. This massive amount of paper is hard to track and costly to manage while posing a serious risk of HIPAA document compliance breaches. Nuance Output Manager can help you control workflows and enhance security when exchanging patient information—all to increase efficiency, reduce costs and ease your team's paper pains.

Nuance has been very successful working with healthcare organizations of all sizes. Through our engagements with some of the largest healthcare organizations, Nuance has been able to dramatically improve print security, print performance and reliability.

Business challenges
Healthcare organizations are often challenged with providing the best quality care while ensuring that all personal health information remain secure and confidential.

Provide high quality care while decreasing costs
The extensive need for print in a healthcare environment can have a real effect on the bottom line. Managing printers and print servers can be challenging and monotonous for IT departments and without the proper security features in place your organization's sensitive healthcare information can put your organization at risk.

Meet ever evolving security and compliance regulations
Sensitive information sitting on a printer can expose healthcare organizations to compliance risk and even costly data leaks—leaving your documents and your company unprotected. Whether stored digitally, at a printer or in transit, your mission-critical documents must be protected. Output Manager ensures that only authorized individuals can print sensitive information– helping your organization maintain internal security policies and external compliance regulations at all times. By controlling the printing of sensitive documents and requiring audit trails of all print activity, your organization can reduce the risk of manual errors or misuse that may result in data breaches.

Key features
– A simple, configurable process for integrating with Cerner workflows
– Reduces/streamlines the number of print queues needed for all printers
– Is scalable with an unlimited number of printers
– Faster conversions with less memory utilization
– Reduces reliance on Windows® print servers
– Accepts print from open system platforms that Cerner runs on
– Provides a documented audit trail of who, when and where documents were printed to aid in HIPAA compliance
– Has the added capability to handle Windows printing and other enterprise application printing
– Supports business process output workflows and features including, queue management, failover and proactive device alerts
– Supports secure document release with follow you printing functionality—a secure, convenient workflow across Cerner's entire fleet of devices
– Eliminates the error of print being sent to the wrong printer and establishes a chain of custody for all print jobs

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Maintaining company reputation
Healthcare organizations survive on their reputation to provide high quality convenient care and satisfaction from their patients. Breaches of sensitive data could severely hurt your reputation, lead to patient dissatisfaction and ultimately loss of business, in addition to fines and other legal actions.

Integration benefits
Nuance provides customized workflows and enhanced security that healthcare organizations can uniquely benefit from.

Improved patient care and experience
Patients will receive faster care and an overall more positive experience because there will be fewer printing related issues and problems occur, which means faster delivery of critical healthcare documents and more time with your patients.
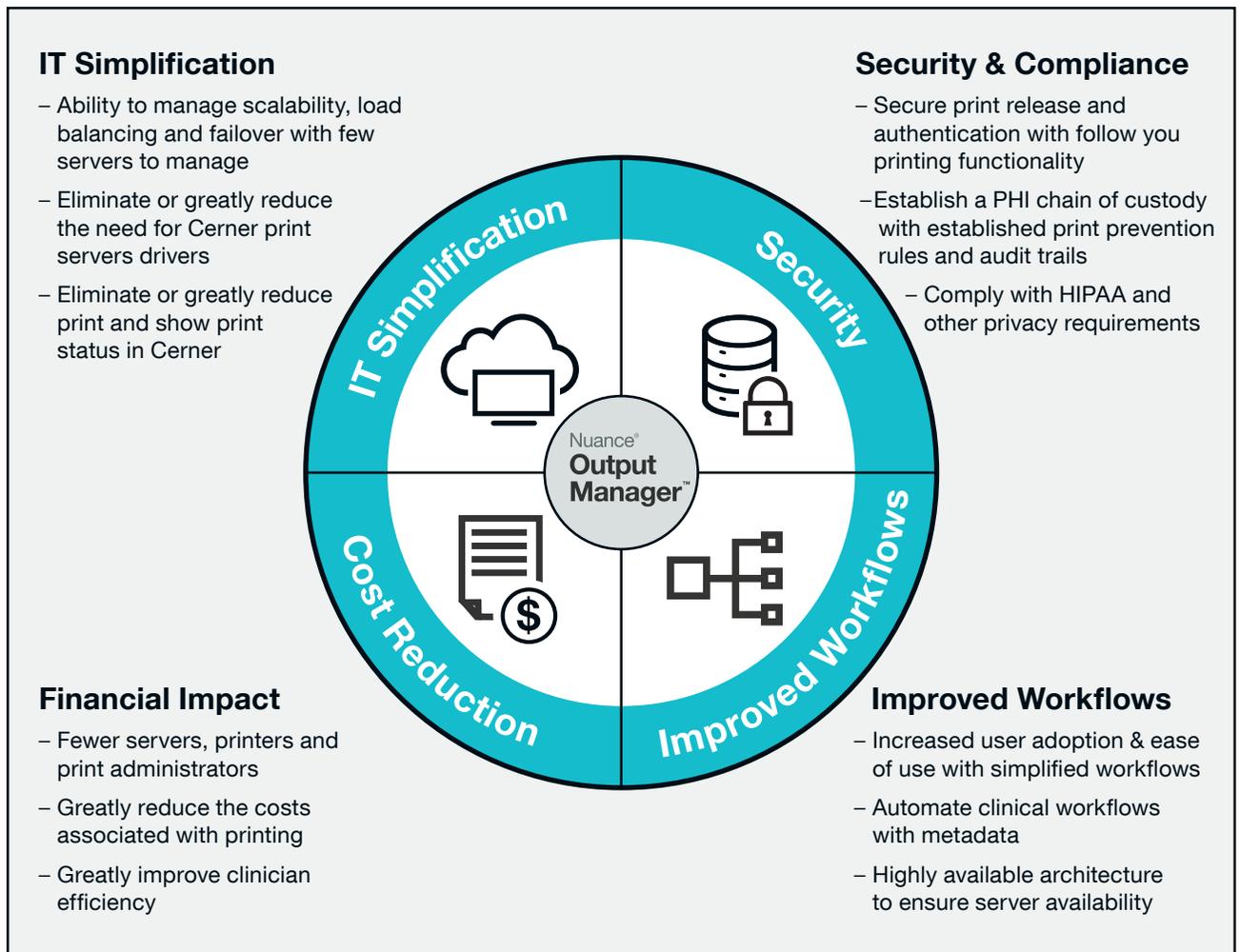
Enhanced security and regulatory compliance
With secure print authentication, enhanced workflows and security features that enable you to prohibit printing or redact sensitive information before printing your organization can more easily meet HIPAA and Meaningful Use requirements.

Decrease print management costs
Your organization will save money and decrease print management costs by printing more efficiently. Fewer problems means fewer help desk calls and associated costs, which allows your IT staff to focus on more important value-added tasks.

IT Simplification

– Ability to manage scalability, load balancing and failover with few servers to manage

– Eliminate or greatly reduce the need for Cerner print servers drivers

– Eliminate or greatly reduce print and show print status in Cerner

Security & Compliance

– Secure print release and authentication with follow you printing functionality

– Establish a PHI chain of custody with established print prevention rules and audit trails

  – Comply with HIPAA and other privacy requirements

Nuance® **Output Manager™**

Financial Impact

– Fewer servers, printers and print administrators

– Greatly reduce the costs associated with printing

– Greatly improve clinician efficiency

Improved Workflows

– Increased user adoption & ease of use with simplified workflows

– Automate clinical workflows with metadata

– Highly available architecture to ensure server availability

Nuance Output Manager will benefit healthcare organizations using Cerner by simplifying their IT infrastructure, help them in meeting security and compliance regulations, improve their workflows and have a positive financial impact on their organization.

Customized configuration and easier administration

Make time for them by using one driver to manage all the devices in your fleet. Tools like a centralized view of all documents and printers, a universal PostScript driver, plus the ability to accept print from any host or applications allows you to merge office, production and desktop applications into a single workflow for fast, easy, universal management.

Avoid downtime

Don't wait for something bad to happen, keep your printers online.

Nuance Output Manager can send automated alerts that identify emerging print problems, often before they interfere with your print and delivery workflows.
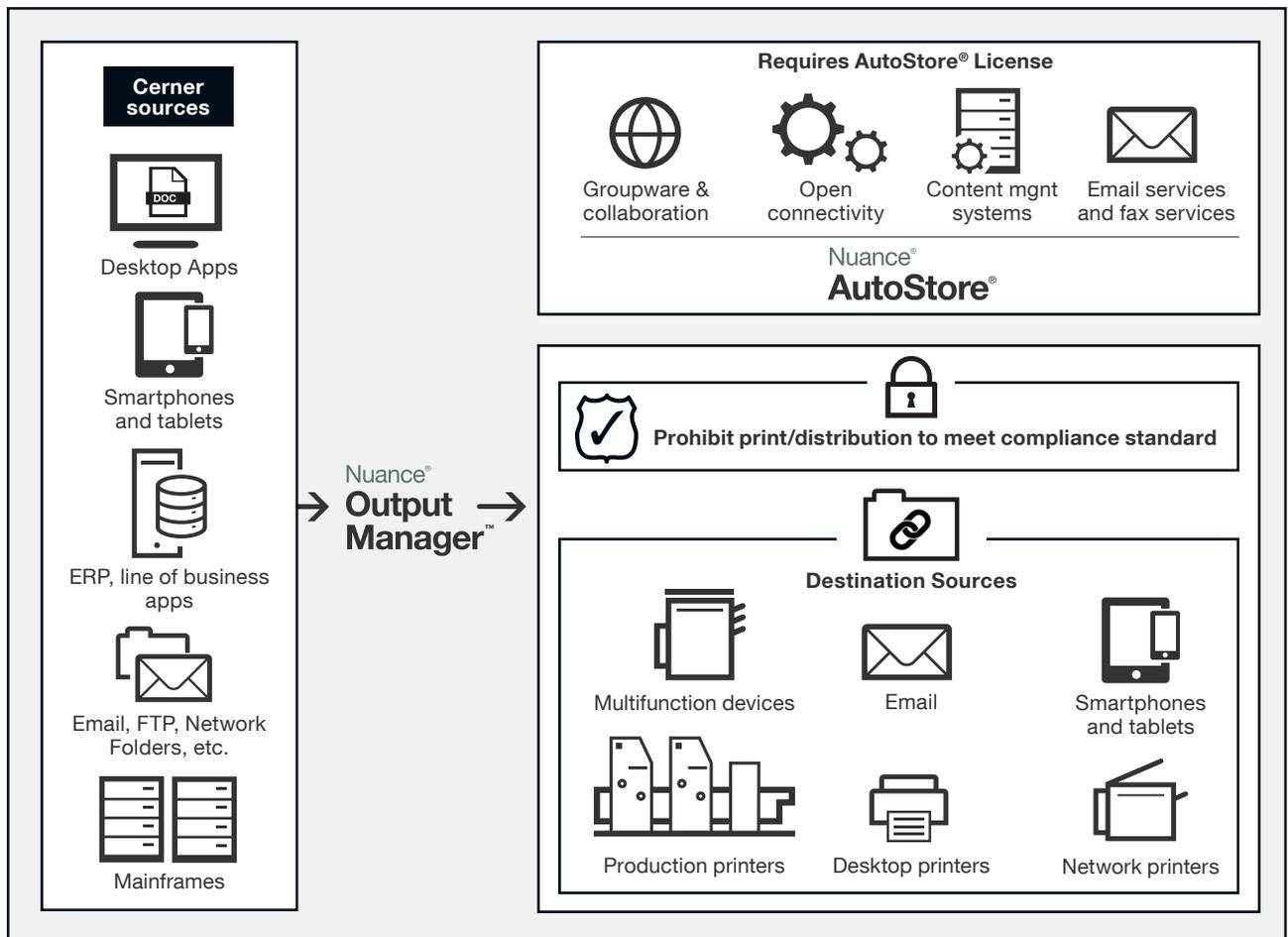
Output Manager also offers a highly available architecture to ensure server availability, as well as both manual document rerouting and automatic fail-over to ensure your documents print, when they are needed.

Increase security, confidentiality and compliance

With secure document release and follow you printing functionality it makes it easy to keep confidential

materials out of the wrong hands. And by accounting for and reporting all document output activity, and therefore establishing a chain of custody, it helps healthcare organization comply with HIPAA and other privacy requirements.

To learn more about Nuance Output Manager please call 1-800-327-0183 or visit nuance.com

Output Manager will satisfy healthcare security regulations and save your organization time and money by providing effective controls over all enterprise output. What's more, the solution scales to fit any sized healthcare organization and can be customized to fit your organization's specific needs.

About Nuance Communications, Inc.
Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, please visit: www.nuance.com.