


A Quick Guide to Healthy Print Management



Your priority should be the health of your patients, not your printers

Healthcare workers are always-on, ready to save lives in any situation, 24/7 kind of people. Working under intense conditions, they have to be able to adapt quickly to change—because the health and wellbeing of their patients is at stake.

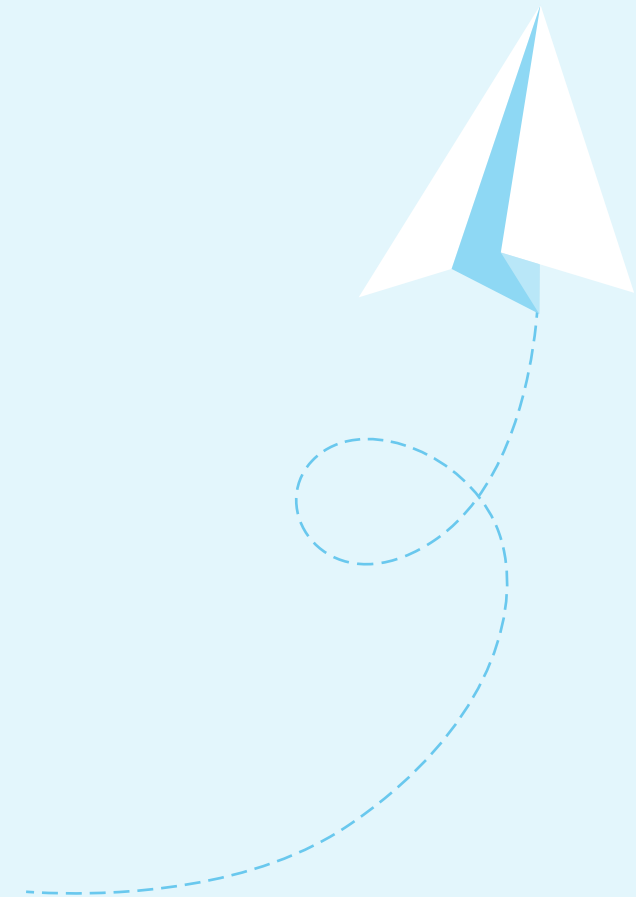
As a tech specialist, you need your infrastructure to allow doctors and nurses to focus on improving patient outcomes and experience without

any obstacles or delays. Printing, scanning, and faxing should get the least attention in your technology stack because it should just work.

When it comes to patient care, technology can be a healthcare professional's greatest support system but only if it offers the flexibility, security, and accessibility they need. Otherwise, it just gets in the way.

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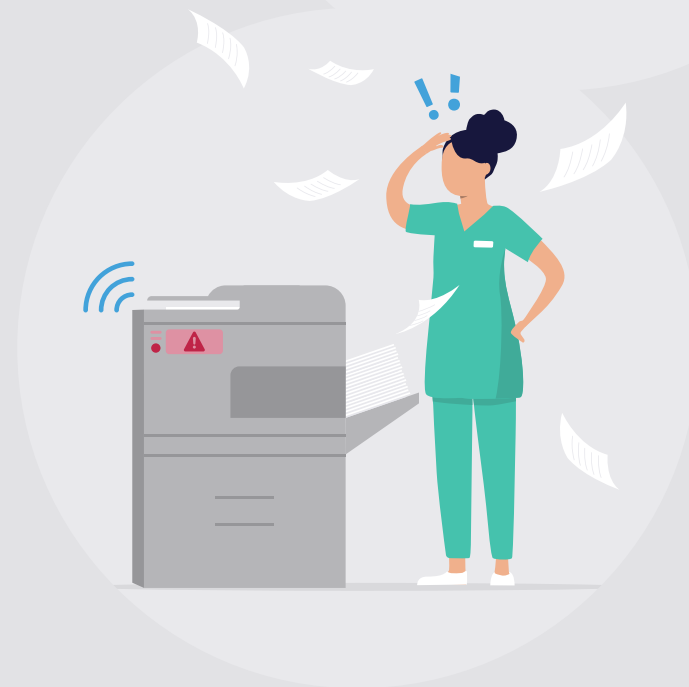
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The operational challenges of healthcare

In the healthcare industry, paper-based workflows and physical documents still rule. A large healthcare organization may have thousands of multi-function printers and copiers spread across multiple floors, buildings, cities, and even countries.

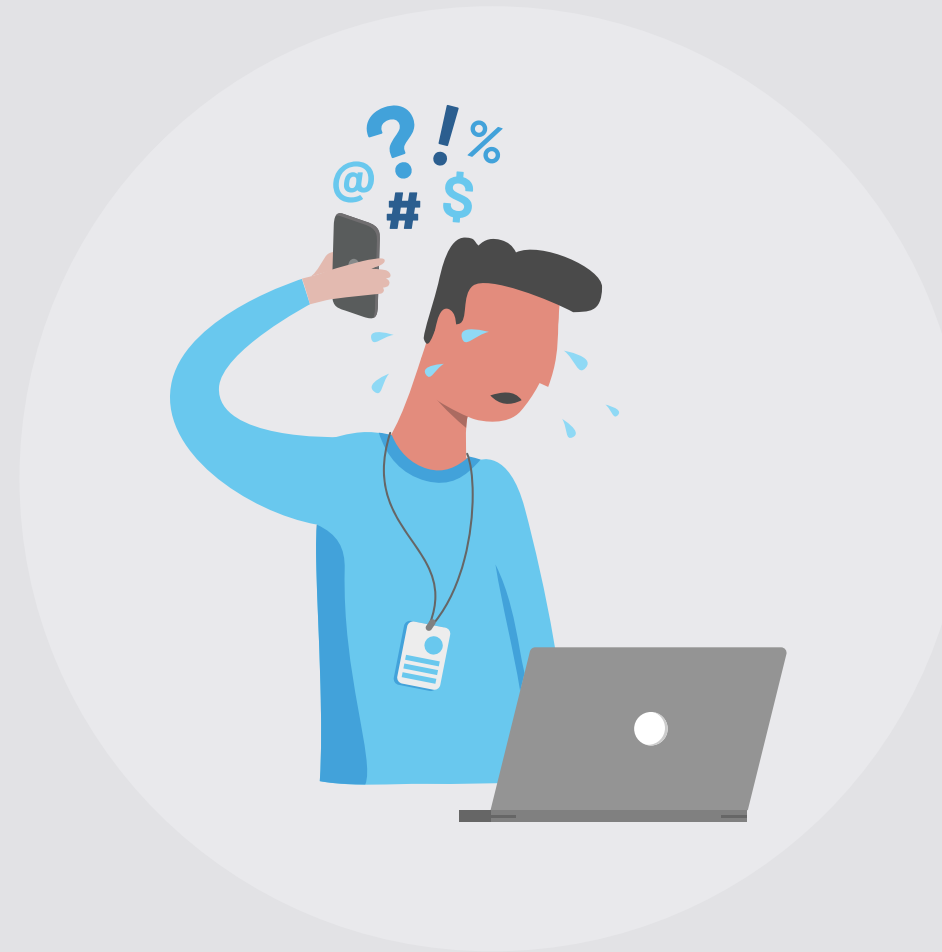
Doctors and nurses often need to move between locations—like different clinics, offices, specialist care centers, and campuses—making it challenging to quickly find the right printer. They might also be working on their own devices—including ThinOS Terminals, Windows, macOS, Linux, ChromeOS, mobiles, or tablets.



For IT teams, installing new printers and managing print queues can be complex and time consuming.

The increased use of cloud platforms and integrations poses additional cybersecurity challenges but, with limited visibility into the print environment, it's difficult to monitor and protect against critically sensitive patient data falling into the wrong hands, either maliciously or by accident.

Then there are the costs and compatibility issues associated with integrating legacy systems like rostering, finance, inventory management, and enterprise resource planning, with electronic medical record (EMR) applications and virtual solutions.





The regulatory environment of healthcare

For healthcare professionals, the highest priority has to be the wellbeing of their patients. That extends beyond physical health to securing their protected health information (PHI)—whether it's in a computer or on a prescription, chart, wristband, or referral.



When it comes to managing critical patient records, organizations that provide or administer healthcare services face unique regulatory requirements:

- **The Health Insurance Portability and Accountability Act (HIPAA)** outlines the lawful use and disclosure of PHI in the United States to ensure sensitive patient information is protected and secure. A key element of HIPAA compliance is the way that identifiable health information is created, received, maintained, and transmitted electronically.
- **The EU General Data Protection Regulation (GDPR)** extends the rights of individuals over Personally identifiable information (PII). Health organizations are subject to stricter guidelines regarding the collection, processing, and storage of PII. Regardless of geography, GDPR has global implications for any organization which has reason to store information about anyone who's a citizen of a European Union country.

So, how do you strike the right balance between remaining compliant while enabling easy printing, copying, scanning, and faxing functions for your staff? End-to-end visibility is the first step in understanding what controls need to be in place to improve data security. In printing, features such as audit logs, automated reporting, digital signatures, and watermarking can all help bolster an organization's compliance standards.

“It has helped our organization save thousands of dollars in resources and has helped tremendously improve security involving patient healthcare information.”

Southeast Health, USA



What does healthy printing look like?

In a complex and distributed print environment, it's critical for organizations to quickly manage their print-related needs from a central location while ensuring the privacy of patient information. Fortunately, print management software has the prescription.



Support for mobile users wherever and whenever

THE CHALLENGE

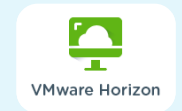
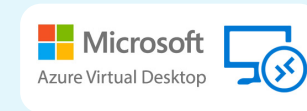
In many cases doctors, nurses, and staff are extremely mobile, which means they struggle to access the right printer based on their constantly changing location.

There's also the complicated layer of internal policies and legal requirements around handling and accessing patient data. With the rise of virtual care, the task of managing an entire endpoint fleet now seems monumental.

Fortunately, health organizations can turn to technology like virtual desktop infrastructure (VDI) to tackle these

challenges. This does, however, open new challenges in the printing world when it comes to VDI. Even with a standard VDI solution users hit print and see a looooooong list of printers. Forcing a person to search through a long list of printers is slow and error prone, leading to wasted time, frustration, and calls to IT support—who can spend hours managing this issue. With an increasing number of distributed teams comes a need for more robust location-based print queues.





THE SOLUTION: VIRTUAL DESKTOP INFRASTRUCTURE (VDI)-ENABLED PRINT MANAGEMENT SOFTWARE

Healthcare providers—like so many large organizations with mobile workforces using a huge range of managed and personal devices—have turned to virtual desktops to deliver mission critical applications, like EMRs, to their users.

Virtual desktops have made it faster, easier, and more cost effective than ever for staff to work in any consulting room, imaging lab, treatment center, or hospital ward they need on any given day— from whatever tech they prefer to use on the go.

That's where print management software comes in. When integrated with virtualization platforms from Citrix, VMware, and Microsoft, it's possible to dynamically identify where the user is physically located, **enabling location-based printing.** Long story short—by figuring out where the person is connecting from, it can serve them a short list of only the nearby printers, so they won't have to search through hundreds of options.

KEY BENEFITS



One 'virtual' server hosts hundreds of simultaneous user sessions



Allows Chromebooks, tablets, mobiles, and macOS devices to connect to a Windows virtual desktop



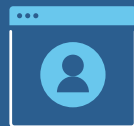
Enables users to get the right printers based on their physical location



Helps organizations of all sizes to manage OS compatibility issues




Flexibility for mobile users with BYOD moving between locations as they work



Access to EMRs and other applications served via VDI



Reduces IT support load for VDI user printing—saving time and money

A healthcare professional, likely a nurse or medical assistant, is shown in profile, wearing blue scrubs and a headset with a microphone. She has a stethoscope around her neck and is looking at a computer monitor. The background is a bright, modern office or clinical setting with green plants.

“The setup of the software was very easy, from importing all of our users and devices to setting up the devices and reports in the software.”

Southeast Health, USA

Simplified and streamlined print drivers and queues

THE CHALLENGE

Setting up print queues and deploying print drivers are time consuming and frustrating tasks. Not to mention, these are usually the root causes of numerous helpdesk tickets. The management of thousands of printers and users can place an unnecessary demand on IT teams, driving support costs. In a mixed computer environment, organizations need an easy way to enable printing on all of their devices, no matter the operating system or end-user permission level.

What's more, users who work between multiple locations require the precise queues and print drivers for where they need to print right now, not where they were working across town earlier in the day. Sure, you could just deploy every printer and driver to every user, but that brings us back to the problem of manually searching through impossibly long lists every time someone needs to find the correct printer. It also places a significant resource burden on the person's device, forcing it to load the driver for each deployed print queue each time it starts up, slowing performance and frustrating less tech-savvy users.

THE SOLUTION: PRINT DEPLOY

Print Deploy is an automated solution which gets the right print driver and right print queue to the right person in the right location—every single time.

By identifying where the user's device is physically located, Print Deploy dynamically adds local printers and removes distant ones to make sure the person only sees what they need, when and where they need it.



KEY BENEFITS



One complete solution for both print management and print queue deployment



Enables printing on all devices in a mixed environment, no matter the OS or permission level



Saves time by deploying queues and drivers easily and at scale



Flexibility for users moving between sites, needing access to printers on demand



Reduced costs for buying, maintaining, and supporting an on-premise active directory



Allows admins to hide the printers the user doesn't need to know about



Easy deployment of drivers and queues to Windows, Macs, Chromebooks, and Linux



Increases end-user productivity with automated setup and printing



Integrates with VDI for mobile users



“Time is money for these doctors. They don’t want to spend 15 minutes trying to troubleshoot a printer, or changing the ink. We needed a solution that worked the first time, every time.”

Health Care Australia



Easier printing for mobile devices

THE CHALLENGE

As technology continues to grow and change, users bring in an increasingly diverse range of devices that need to connect and print on demand. Hospitals and clinics need to support more diverse mobile devices but don't necessarily have the time to assist everyone manually. The challenge is to stay on top of security and data privacy, while ensuring easy accessibility for users—no matter the device type or operating system in play.

We've seen how large organizations are turning to VDI as a way to support these diverse, mobile user devices. But how can you make sure people can print from the hardware they choose to use if VDI isn't for you?



THE SOLUTION: MOBILITY PRINT

Mobility Print enables simple, powerful printing across every device and operating system, with a lightweight client app, allowing users to authenticate and print securely without joining their device to a domain.



KEY BENEFITS



Fully-automated solution that doesn't require drivers, print queues, or installation



Users can print with any mobile device across any OS and application



Fits into all network environments—simple or complex, large or small



Provides a seamless native experience for all end users, regardless of device



Enables BYOD and easy guest printing to reduce IT support load



Harness the internet to print remotely and outside the network from Windows, Chromebook and Mac devices.



Improved workflow efficiency as users can quickly find and print to any printer



Enhanced data security and privacy for BYOD and guest users

“We have a clear mobile printing solution. It’s reliable, simple, and effective for us to be able to provide managed printers to guests that are on our guest WiFi network.”

Health Care Australia

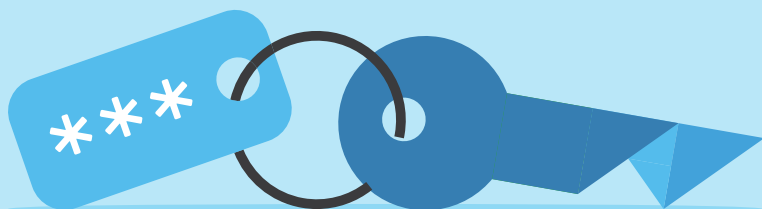


Privacy, security, and compliance for print environments

THE CHALLENGE

In a standard network printing environment, when a user prints from an application, the job is sent directly to the printer and starts printing immediately. This setup doesn't cut it for HIPAA compliant environments, like hospitals, where paper sitting at the printer (for who knows how long) could contain confidential patient information.

At the same time there are circumstances in healthcare when you need direct printing to kick off a patient treatment—for example, when the doctor hits 'print' on a prescription while in a room with a patient and the prescription pops out at the nurses' station so they can help the patient with the required medication.



THE SOLUTION: SECURE PRINT RELEASE

Secure Print Release controls authentication at the printer to ensure the system knows the correct person is genuinely at the device, and releasing only the documents that user selects via the screen.



KEY BENEFITS



Sends all print jobs to a single print queue using a universal driver



Users can hit 'print' from their device, then release their print jobs securely at any time



Convenience of collecting documents from whichever printer the user is closest to



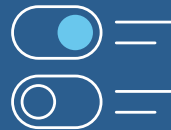
Option of using a card and PIN or username and password to release a print job



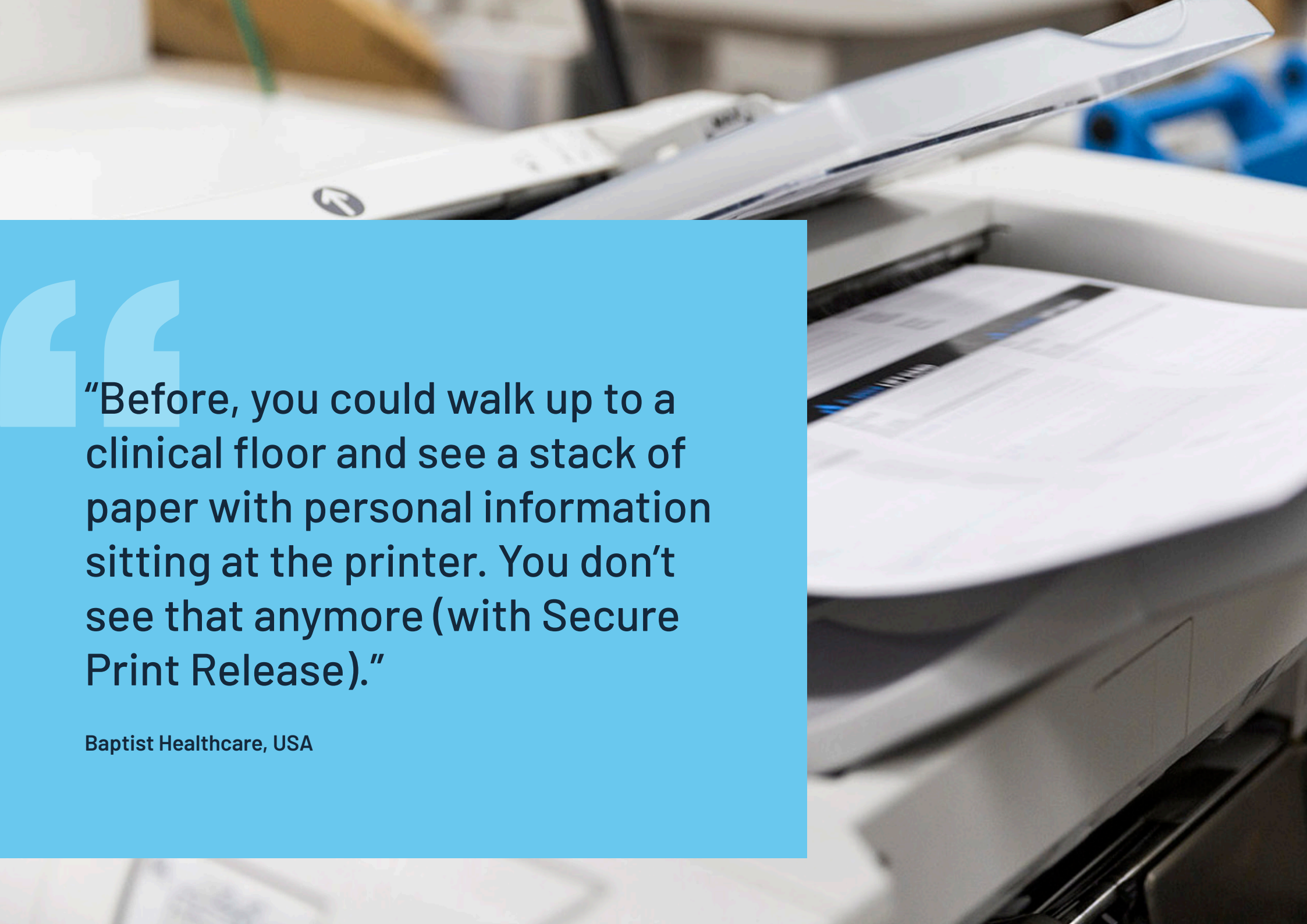
Helps avoid misplaced and misprinted patient health information



Print job is securely deleted if it's never released (which happens 15-20% of the time!)



Full range of printing choices, e.g. paper size, color vs grayscale, single sided or duplex



“Before, you could walk up to a clinical floor and see a stack of paper with personal information sitting at the printer. You don’t see that anymore (with Secure Print Release).”

Baptist Healthcare, USA

Maximal efficiency and security with integrations

THE CHALLENGE

Legacy technologies, cost and complexity of integrations, along with cybersecurity issues, make print management a challenging area to control. Healthcare organizations require a secure software solution with interoperability between systems that need printing, scanning, and faxing. Additionally, printing environments can be complex with a variety of printers and mobile devices, resulting in a lack of visibility and control over who can print what and where.

THE SOLUTION: SECURE SOFTWARE INTEGRATIONS

Secure software integrations for faxing, VDI, and EMR printing help manage user authentication across multiple systems and platforms—to simplify printing, faxing, and scanning workflows.



KEY BENEFITS



A cross-platform and vendor-neutral approach to suit simple or complex environments



Simplifies printing for a range of devices across different departments and locations



Interoperability with common faxing providers and industry-leading EMR applications



Reduces workload for IT team managing a wide variety of software systems



Job logs and audit trails enable tracing of all print jobs back to their source



Watermarking and digital signatures identify who each document belongs to



Ensures maximum security across all your printing, scanning, and faxing workflows



Integrates with VDI for mobile users



“We have federal laws relating to privacy. (Print management solutions) have really made stakeholders more confident in the level of security we provide.”

Baptist Healthcare, USA



Print management: the best prescription for your printing needs

Healthcare technology is constantly changing, and IT professionals in this space are uniquely positioned to leverage technology to deliver better patient care and improved outcomes.

All of your organization's technology—from medical billing to your remote patient monitoring systems—has to integrate as seamlessly as possible to enable your staff to provide the best and most efficient treatment for your patients.

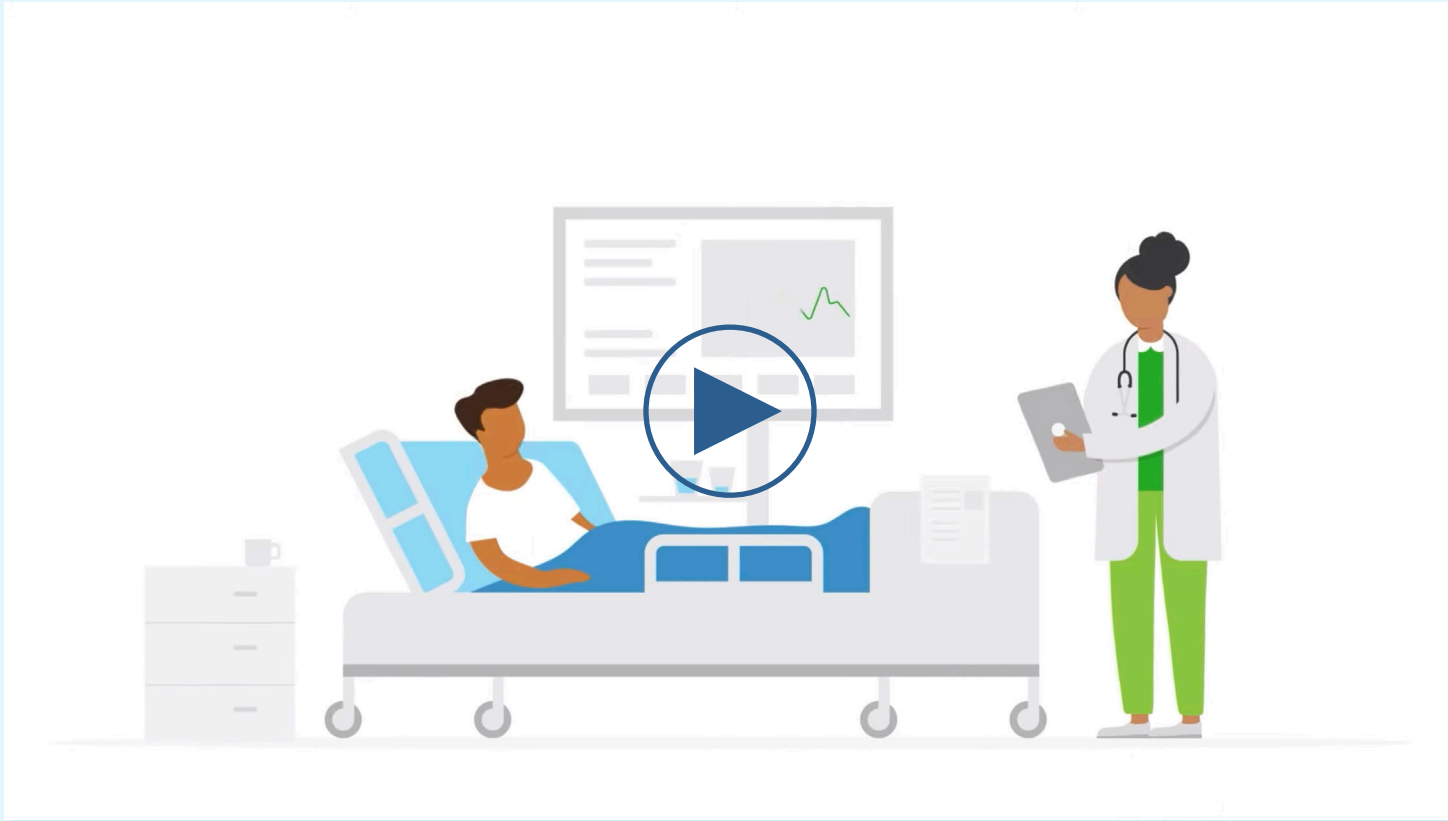
Print management solutions can make management of your complex printing/faxing environment easier by simplifying workflows and assisting your ever-evolving regulatory needs.

Printing that's easier than ever

Print management solutions work in any environment, giving the same experience on every multi-function device for ultimate efficiency. For doctors, nurses, and staff shuffling between departments, clinics, and campuses, Mobility Print enables their mobile devices—like tablets, smartphones, and laptops—to print with ease. Print Deploy also manages thousands of print queues across multiple sites, allowing you to replicate and push queues to users in the right location.

And for maximal efficiency, printing software interoperates with critical healthcare applications to simplify, streamline, and secure all your printing, faxing, and scanning workflows.





Video: [PaperCut print management in the healthcare industry](#)

About PaperCut[™]

PaperCut is a leading provider of print management software that's helping hundreds of millions of people around the globe to minimize waste while having a secure and simple printing experience.

For over 20 years, PaperCut has helped reduce paper consumption and save trees by eliminating forgotten or redundant print jobs. Our solutions are used in many industries, including healthcare, education, legal, government, small business, and large enterprise.

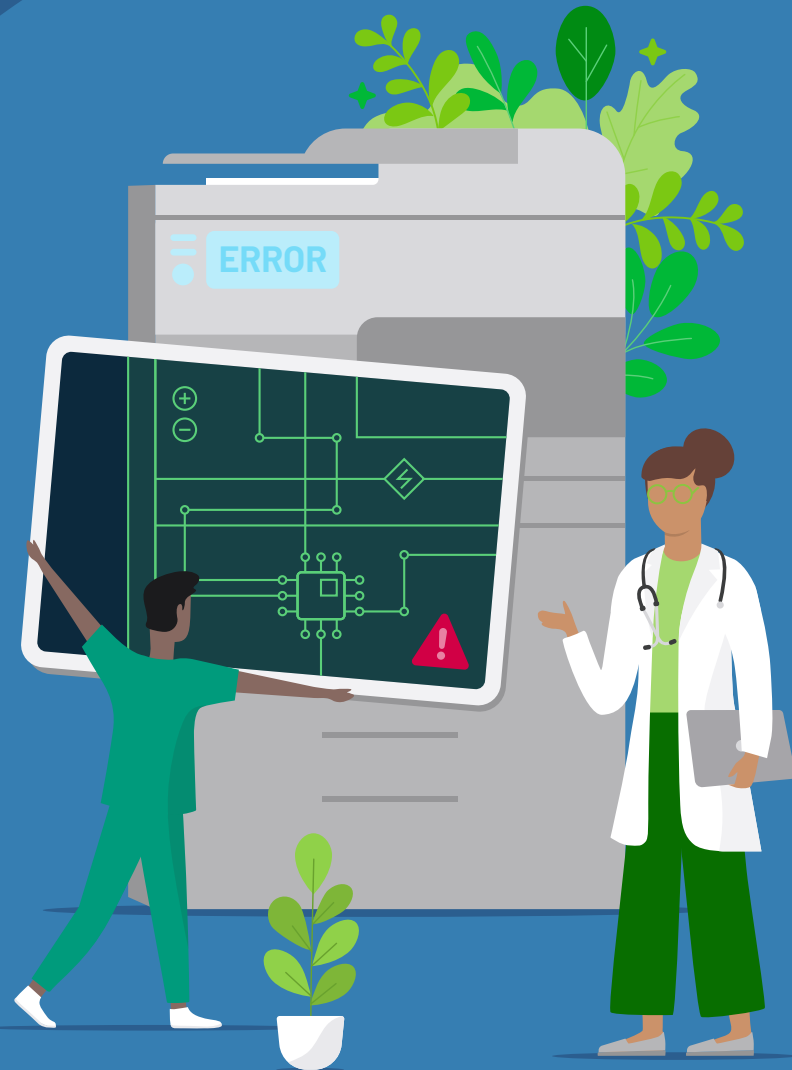
PaperCut empowers you to make printing easy again for your end users, whether they're printing from a BYOD or mobile device, and makes your life easy by auto-deploying print drivers. We've got truckloads more on offer, from third-party integrations to easy tap-and-release Find-Me printing.

It doesn't matter what size your organization is, what printers you use, or what operating system your users prefer—PaperCut is for you. We take a cross-platform, vendor-neutral approach to technology to deliver a print management solution that just works.

At PaperCut we don't measure our success by profits and business metrics. Our success is the Forest Positive impact we've made on the planet, thanks to over 100 million users at over 70,000 organizations around the world who have saved billions of pages.

It's about the environments we create, the long-lasting relationships with our customers, the team that builds the tech, and how we make the world a better place.





PaperCut™

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the benefits and features of
print management solutions?

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