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Health care

Health and wellness leaders predict that

56 %

of digital transformation in healthcare institutions will be generated by evolving patient demand.

Source: Six imperatives for chief strategy officers in health care l - Deloitte Insights

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Does your health care institution already provide medical care tailored to your patients' expectations?

By 2040, healthcare as we know it today will no longer exist as "healthcare," but as "health," a complete patient response with a focus primarily on delivering wellness generated by real-time data-driven decision making and platforms.

Source: Health tech investment trends: how are investors positioning for the future of health? - Deloitte

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76%

of patients are interested in receiving medical care through Telehealth.
Source: Telehealth A quarter trilliondollar post COVID 19 reality. - McKinsey & Company
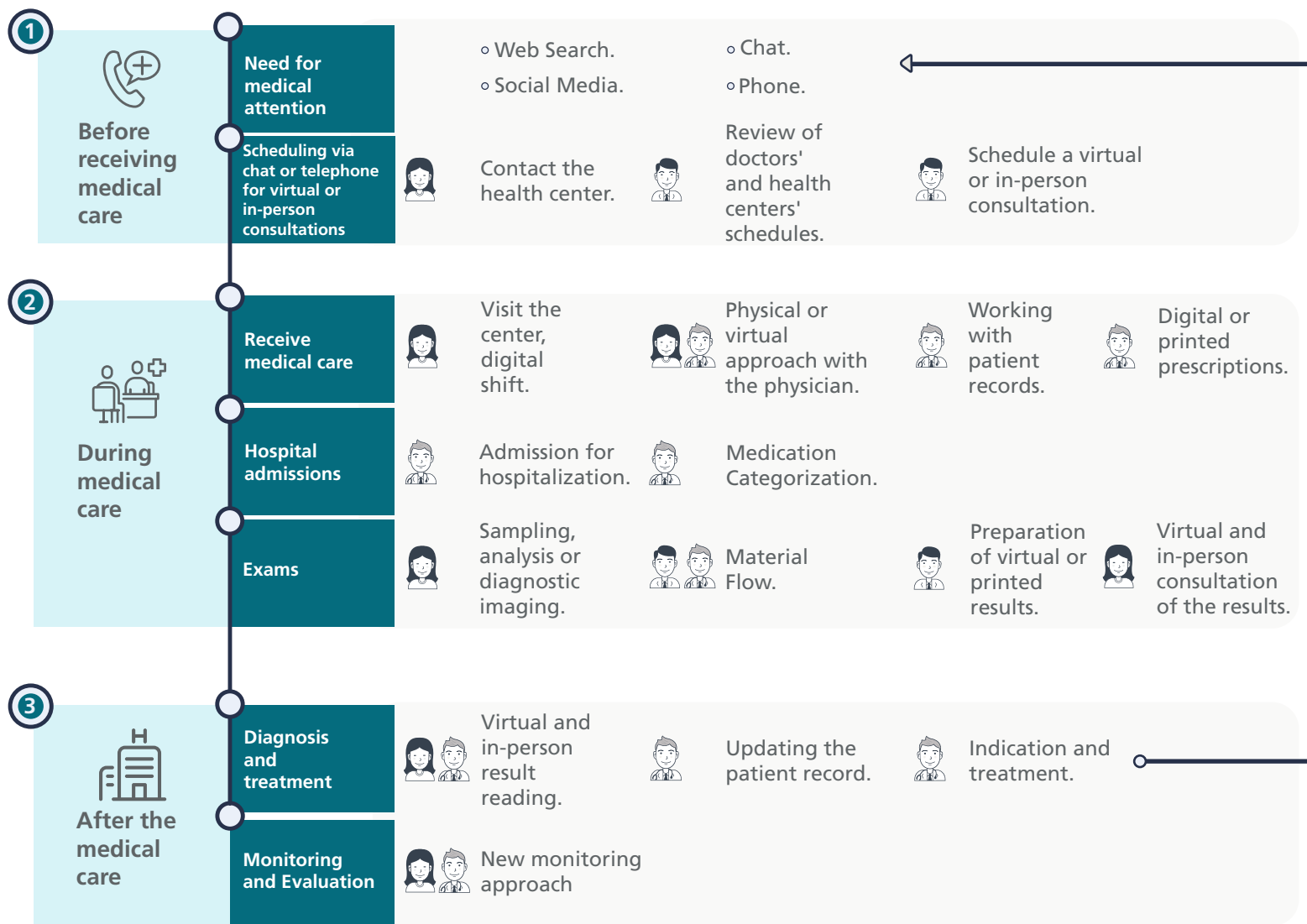
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Recent years have seen an increase in investment in innovation and technology in the healthcare sector to improve the **patient experience** with a greater focus on patient wellbeing and comfort with face-to-face and remote care, adapting the traditional healthcare service to a **hybrid healthcare service.**

Healthcare providers are increasingly focused on building **patient loyalty** with the healthcare institution through **digital experiences interconnected** with technology that improves the quality of service both in the facility and remotely before, **during and after care.**

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Here is an example of a hybrid healthcare ecosystem (with virtual and face-to-face patient contact) at different times with the healthcare institution and medical professionals:

■ Experience hybrid medical patient care

1 — Before receiving medical care

Need for medical attention
- Web Search.
- Social Media.
- Chat.
- Phone.

Scheduling via chat or telephone for virtual or in-person consultations
- Contact the health center.
- Review of doctors' and health centers' schedules.
- Schedule a virtual or in-person consultation.

2 — During medical care

Receive medical care
- Visit the center, digital shift.
- Physical or virtual approach with the physician.
- Working with patient records.
- Digital or printed prescriptions.

Hospital admissions
- Admission for hospitalization.
- Medication Categorization.

Exams
- Sampling, analysis or diagnostic imaging.
- Material Flow.
- Preparation of virtual or printed results.
- Virtual and in-person consultation of the results.

3 — After the medical care

Diagnosis and treatment
- Virtual and in-person result reading.
- Updating the patient record.
- Indication and treatment.

Monitoring and Evaluation
- New monitoring approach

IT support is needed both remotely and on-site throughout the cycle to secure the operational processes.

- Patient.
- Doctor or Medical Professional.
- Administrative Staff.

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Some innovation and technology trends that are observed at every point of patient experience include:

1 **Before receiving medical care:**

- **Digital collection** of patient data.

- Appointment scheduling through **online forms** or via chat.

2 **During medical care:**

- **Auto Check-in or** registration at the health center.

- **Automated shift reduction.**

- **Temperature control and categorization** of medical material electronically.

- **Digital medical records.**

- **Telemedicine and virtual access** of patients for remote collaboration.

- **Clinical mobility:** Digital patient and material flows.

- **Voice recognition for doctors** in order to speed up the data capture of their patients during consultations or hospitalization.

3 **After the medical care:**

- Access to **results and digital patient history** with structured data in real time.

- **Collection of information** on diagnostic tests performed on patients.

- Secure storage of information **in the Cloud.**

- **Invoices and digital medical prescription** with **electronic signature.**

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The most important thing is people,

connect your medical staff with their patients as they expect: **A hybrid experience without limits.**
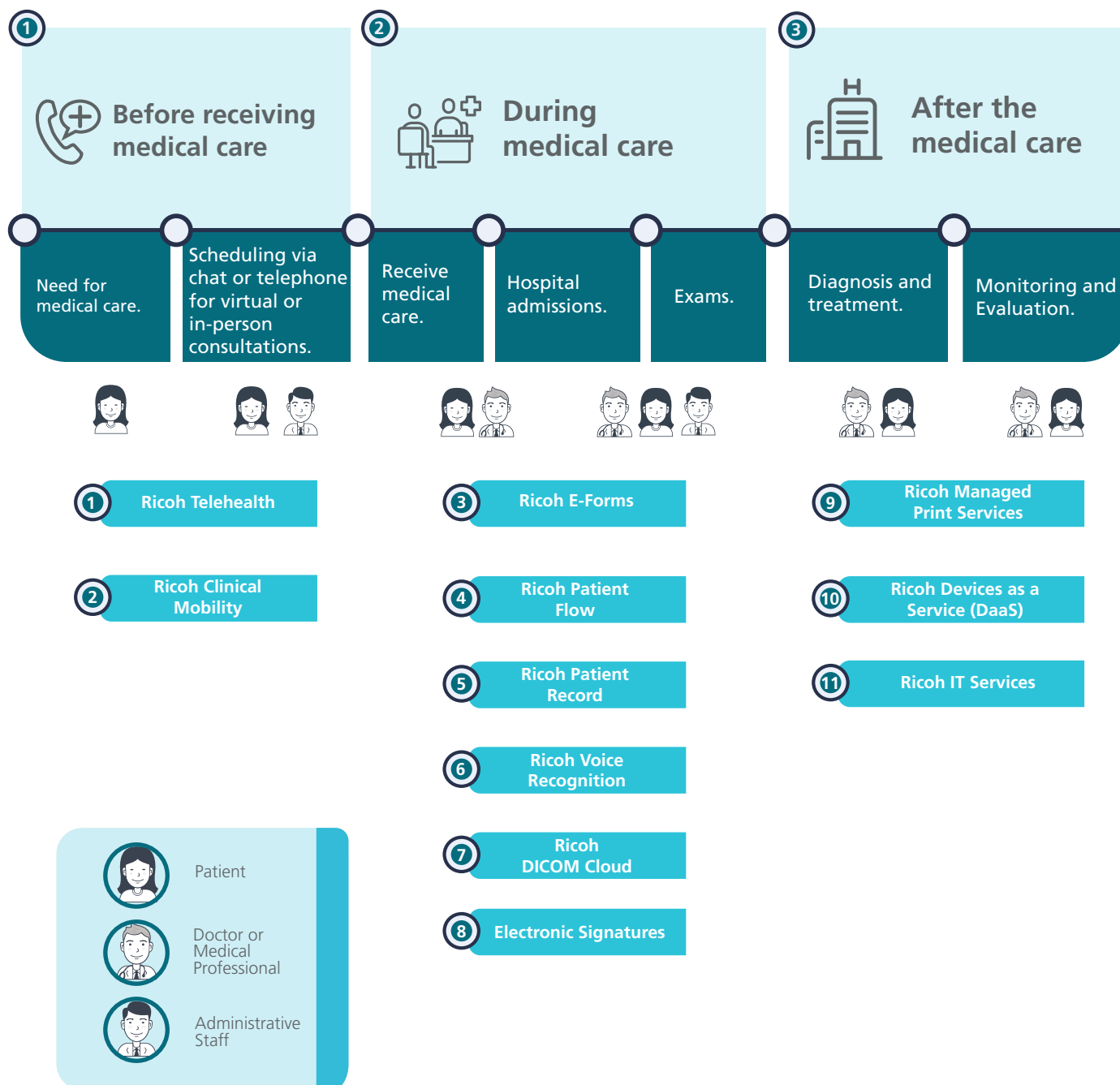
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We help you achieve this through Ricoh Healthcare!

Ricoh Healthcare is our people-centric approach to supporting the healthcare sector by offering a hybrid digital experience (remote and face-to-face) where healthcare professionals, administrative staff and patients can collaborate virtually, sharing information securely, with real-time data and digital documents through automated processes.

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Combine the solutions
that best suit your institution:

Offer a unique **care experience to your patients,** medical professionals, and administrative staff by starting to transform the area you consider most critical in your healthcare **ecosystem to save time and costs:**

① **Before receiving medical care**

② **During medical care**

③ **After the medical care**

| Need for medical care. | Scheduling via chat or telephone for virtual or in-person consultations. | Receive medical care. | Hospital admissions. | Exams. | Diagnosis and treatment. | Monitoring and Evaluation. |

| ① | Ricoh Telehealth |
| ② | Ricoh Clinical Mobility |

③	Ricoh E-Forms
④	Ricoh Patient Flow
⑤	Ricoh Patient Record
⑥	Ricoh Voice Recognition
⑦	Ricoh DICOM Cloud
⑧	Electronic Signatures

⑨	Ricoh Managed Print Services
⑩	Ricoh Devices as a Service (DaaS)
⑪	Ricoh IT Services

Patient

Doctor or Medical Professional

Administrative Staff

24/7 remote IT infrastructure support

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Learn about the benefits offered by its components, adaptable to your entire hybrid care ecosystem!

① Ricoh Telehealth

A remote or hybrid healthcare environment to provide patient care through videoconferencing tools. Medical-administrative video collaboration rooms with capacities of more than 60 people for training.

② Ricoh Clinical Mobility

Your medical staff can provide remote patient care anywhere with mobile devices and accessories that facilitate mobility

③ Ricoh E-Form

Capture patient information and update their medical history with digital forms for secure information management.

④ Ricoh Patient Flow

Streamlines clinical workflows for more efficient management of materials, drugs to be dispensed and equipment.

⑤ Ricoh Patient Record

Allows medical professionals to update, securely store and efficiently consult the patient's digital medical record when needed while maintaining regulatory compliance.

⑥ Ricoh Voice Recognition

Your doctors can instantly transcribe from speech to text and allows for fast, effective, and accurate creation of clinical documentation and medical record updates.

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(7) Ricoh DICOM Cloud

Secure storage of advanced medical images at different stages of patient care and updating of medical history for consultation on demand.

(8) Electronic Signatures

Your doctors can sign prescriptions, diagnoses, test indications and other digital documents for greater efficiency in both face-to-face and virtual medical care.

(9) Ricoh Managed Print Services

Reduce printing costs by up to 20% and paper consumption by 11% in hospitals and clinics with Ricoh's printing services. Be more efficient with Managed Print Centers for high print volumes of images and documents.

(10) Ricoh Device as a Service (DaaS)

Provide your medical and administrative team with laptops, PCs, mobile devices, including software, configuration, and maintenance services to facilitate remote care.

(11) Ricoh IT Services

Keep your healthcare institution's IT infrastructure up to date and protected with state-of-the-art services that guarantee continuity of service to patients.

Ricoh Healthcare components are **easy to integrate**, support you in **reducing costs, meet the quality** standards required in the sector, **provide secure information storage and are environmentally friendly.**

Accelerate your healthcare facility's digital adoption by **integrating hardware, software and services** through a single digital service provider.

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**customize your hybrid
healthcare ecosystem**
in the most critical areas of your institution!

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