



Parkland Hospital Deploys Galvanon's MediKiosk(TM) in the ER to Decrease Patient Wait Times

July 11, 2007 at 10:01 AM EDT

Self-Service Technology Allows Hospital to Streamline Triage Process

MAITLAND, Fla., Jul 11, 2007 (BUSINESS WIRE) -- Parkland Health & Hospital System, based in Dallas, recently launched self-service check-in kiosks in the emergency room to speed the delivery of care and streamline registration processes. The technology, called MediKiosk, is provided by Galvanon, a subsidiary of NCR Corporation (NYSE:NCR).

"My hope with this system is that we can provide a more comfortable check-in process," said Jennifer Sharpe, director, emergency services, at Parkland Hospital. "It also allows us to better manage those who are waiting, by selecting patients based on medical criteria, not waiting time."

According to a June 2007 report released by the Centers for Disease Control and Prevention, the number of patient visits to emergency rooms increased to an all-time high of 115 million in 2005. The National Hospital Ambulatory Medical Care Survey shows an increase of 5.1 million emergency room visits in 2005. This represents an average of 219 visits to U.S. emergency rooms every minute.

Three self-service check-in stations in the Parkland emergency room triage area offer patients the option of interacting in either English or Spanish. Instead of waiting in line to explain their symptoms, patients can identify themselves at one of the kiosks by entering their name, along with an additional identifier, such as a birth date. Patients then use the kiosk's touch screen to identify their symptoms by pointing to areas on a body diagram where they feel pain and answering brief questions about the nature of their visit.

Once the process is complete, the data is sent to the emergency room's main computer system where a nurse is able to review and monitor patient information. The process allows staff to quickly recognize patients with the most urgent needs and provide them with timely and sometimes life-saving treatment.

Recently, Parkland Health & Hospital System obtained a grant through the University of Texas Southwestern Medical Center for the implementation of the kiosks in the Parkland Hospital emergency room, which handles more than 146,000 visits annually.

"The use of self-service check-in at Parkland's emergency room will allow staff to more easily triage patients and identify those with the most pressing medical concerns," said Raj Toleti, president of Galvanon. "In addition, the technology will ultimately decrease wait times for all patients and result in a less stressful experience."

About Galvanon

Galvanon, an NCR company, helps health-care organizations enhance the patient experience at home, in the hospital and in the physician's office through innovative solutions such as kiosks, Web self-service applications and technology that streamlines everyday patient interactions and improves patient flow through the health-care process. For more information, visit www.galvanon.com.

About NCR Corporation

NCR Corporation (NYSE:NCR) is a leading global technology company helping businesses build stronger relationships with their customers. NCR's Teradata(R) data warehouses, ATMs, retail systems, self-service solutions and IT services provide Relationship Technology(TM) that maximizes the value of customer interactions and helps organizations create a stronger competitive position. Based in Dayton, Ohio, NCR (www.ncr.com) employs approximately 29,500 people worldwide.

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