



Paperless Self-Service Check-In a Success at Medical Center of Central Georgia

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Patients of All Ages Appreciate Convenience of MediKiosk(TM)

Solution From Galvanon, an NCR Company

MAITLAND, Fla.--(BUSINESS WIRE)--Aug. 6, 2007--Patients at the Georgia Heart Center, a service of the Medical Center of Central Georgia (MCCG) in Macon, Ga., can now check in for medical appointments using self-service kiosks. The heart center is the first MCCG department to deploy MediKiosk, a patient check-in solution provided by Galvanon, an NCR Corporation (NYSE:NCR) company.

"It is clear that our self-service approach enhances the patient experience," said Jane Gray, assistant vice president of patient business services at MCCG. "When we went live, we received an overwhelmingly positive response from our patients, a majority of whom are senior citizens. In addition, MediKiosk works seamlessly with our existing IT systems, enabling us to streamline the registration process, improve our workflow and collect co-pays at check-in."

Later this year, MCCG will also deploy MediKiosk at its new Albert L. "Buddy" Luce Heart Institute.

Upon arrival for an appointment, patients can swipe a credit card or enter a name directly on the kiosk, along with an additional identifier, such as a birth date, to begin the check-in process. The kiosk engages the patient to view and confirm appointment details displayed on the screen, electronically sign consent forms, enter medical history information and make co-payments. When patients enter new demographic, insurance or medical history information, it flows directly to MCCG's back-end systems. These interfaces eliminate the need for registration staff to manually re-enter patient data, which dramatically increases overall efficiency and improves data accuracy.

Recent surveys show that MediKiosk decreases registration time by 75 percent and increases patient throughput by 10 percent. More than 90 percent of patients who have used the kiosks nationwide are satisfied with their experience.

"By embracing a self-service model, The Medical Center of Central Georgia meets its objectives of service excellence and patient satisfaction," said Raj Toleti, president of Galvanon. "The success of this implementation is a great indicator of what's to come as they expand their use of MediKiosk throughout the organization."

Galvanon's MediKiosk is part of a comprehensive suite of products that allows hospitals and clinics to provide patient self-service capabilities such as preregistration via the Web, Online BillPay and eClipboards(TM), Galvanon's wireless patient check-in solution.

About The Medical Center of Central Georgia

The Medical Center of Central Georgia (MCCG), an entity of Central Georgia Health System (CGHS), is a designated Level I Trauma Center and Magnet(TM) hospital serving the residents of Central and South Georgia, with a primary and secondary service area of 28 counties representing a population of approximately 750,000. The Medical Center has approximately 5,000 employees and a medical staff of more than 500 physicians. MCCG's licensed capacity is 637 beds, including medical-surgical, obstetric, pediatric, psychiatric, cardiac intensive care, neurology intensive care, pediatric intensive care and cardiac surgery intensive care. Thirty-four beds are leased to Regency Hospital of Central Georgia, a long-term, acute-care facility. MCCG is the primary teaching hospital for Mercer University School of Medicine, providing residency programs for almost 100 residents. MCCG provides a broad range of community-based, outpatient diagnostic, primary care, urgent-care services, extensive home-health and hospice-care services, as well as comprehensive rehab services. Central Georgia Rehabilitation Hospital, an entity of CGHS, partners with MCCG to provide a 55-bed medical-rehabilitation hospital for pediatric, adult and geriatric patients. The Medical Center of Central Georgia (www.mccg.org/), striving to make excellence a daily standard.

About Galvanon

Galvanon, an NCR company based in Maitland, Fla., helps healthcare 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. Galvanon solutions (www.galvanon.com) streamline everyday patient interactions and improve patient flow through the healthcare process.

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 29,650 people worldwide.

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