



## **NCR Extends Patient Self-Service Convenience to Mobile Phones**

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CVM Mobility from NCR Healthcare Solutions Offers Patients the  
Ability to Receive Appointment Reminders, Pay Bills and Access Lab  
Results via Mobile Devices

DAYTON, Ohio--(BUSINESS WIRE)--April 3, 2008--NCR Corporation (NYSE: NCR), a leading provider of self-service solutions, today introduced CVM Mobility, a suite of services that lets patients use their mobile phones or other mobile devices to receive appointment reminders and other alerts, pay bills and access lab results.

Patients may opt in for all of these features based on personal preference through NCR's CVM Online Self-Service portal solution. CVM Mobility is designed to help reduce missed appointments, enhance collections and improve staff productivity for healthcare organizations while providing added convenience to patients.

According to the Deloitte Center for Health Solutions' 2008 Survey of Healthcare Consumers, 60 percent of patients want online access to their physicians, medical records, test results and same-day appointments. In addition, one in four respondents indicated they would pay more to physicians for these digital services.

"On-the-go consumers expect to be able to conduct an increasing number of everyday transactions via their mobile devices, which are, by and large, Internet-capable," said Chakri Toleti, VP, healthcare industry marketing at NCR. "At the same time, healthcare organizations are starting to understand how mobile-phone services can minimize no-shows, expedite communications with patients and impact the bottom line."

To notify patients of appointments, pending bills or other announcements, CVM Mobility transmits reminders and alerts as text messages in the widely used SMS (Short Message Service) protocol or as voice messages to mobile, home or office phones. Patients can also use their Internet-capable mobile devices to pay outstanding medical bills or balances. In addition, CVM Mobility also offers secure, HIPAA-compliant delivery of normal laboratory or test results by mobile phone, minimizing outbound dialing duties for healthcare staff.

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

### **About NCR Corporation**

NCR Corporation (NYSE: NCR) is a global technology company leading the way businesses interact with customers. NCR's assisted- and self-service solutions and comprehensive support services address the needs of retail, financial, travel, healthcare, hospitality, gaming and public sector organizations in more than 100 countries. NCR ([www.ncr.com](http://www.ncr.com)) is headquartered in Dayton, Ohio.

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