



NCR and Greatwater Software Announce Reseller Agreement to Deliver Self-Service to Physician Practices Nationwide

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Agreement will facilitate greater adoption of self-service in the physician market and support ongoing use of electronic medical records

DAYTON, Ohio, Apr 06, 2009 (BUSINESS WIRE) -- NCR Corporation (NYSE: NCR) and Greatwater Software, a healthcare IT solutions company, announced today they will collaborate to provide physician practices with a patient check-in solution that automates the registration process, minimizes repetitive data entry and delivers targeted health information at the point of care.

Greatwater will provide NCR's leading patient registration kiosk hardware and software, and will extend NCR's self-service software platform to deliver additional applications to physician practices, such as prescription adherence management and clinical trials enrollment. These solutions, supported by NCR Services, are designed to further engage patients at the point of care and empower them to be more active participants in their own health.

The solution, which will be sold by Greatwater under the PatientPoint™ brand, will allow patients to check in for appointments, make co-payments, sign consent forms and enter health history information. In addition, the solution will deliver physician-controlled health education information to patients during the registration process.

"In today's healthcare environment, rising operating costs and declining reimbursement make it challenging for physician practices to implement technology in an effective and meaningful way," said Don Shaver, CEO of Greatwater Software. "At a time when many practices are moving toward the use of electronic medical records, our goal is to make it easier and more affordable for physicians to deploy proven technology solutions. By teaming with NCR, we will be able to help physicians increase efficiency, improve workflow and meet the growing consumer demand for self-service tools."

According to a recent survey of U.S. and Canadian consumers commissioned by NCR, 62 percent are more likely to choose a healthcare provider that offers the flexibility to interact via online, mobile and kiosk self-service channels. In addition, 53 percent expressed some level of interest in booking or changing an appointment online through a mobile device or at a kiosk.

"We've found that our patients are already familiar with self-service and actually prefer it because it's a faster and easier way to check-in for an appointment," said Pradeep Vangala, M.D., a physician at Orlando Internal Medicine, the pilot site for PatientPoint kiosk. "Our staff also benefit because they now spend significantly less time on forms management."

"By utilizing self-service, physicians can accelerate their transition to an EMR-ready office, resulting in more effective management of clinical, administrative and financial data," said Raj Toleti, vice president and general manager for NCR Healthcare and Public Sector. "In addition, the flexibility of the solution simplifies the process of interfacing with the existing technology in use at most medical offices today - a key component for achieving a truly paperless office."

About NCR Corporation

NCR Corporation (NYSE: NCR) is a global technology company leading how the world connects, interacts and transacts with business. NCR's assisted- and self-service solutions and comprehensive support services address the needs of retail, financial, travel, healthcare, hospitality, entertainment, gaming and public sector organizations in more than 100 countries. NCR (www.ncr.com) is headquartered in Dayton, Ohio.

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